

# Civil Relations Program in Relation to Peace Process Maintenance of the Philippine National Police

Albin A. Ditay, MSCJ

Jose Rizal Memorial State University, Tampilisan Campus, Tampilisan, Philippines

## ABSTRACT

It was the purpose of this study to find out the relationship between civil relations program and peace process maintenance of PNP in Dipolog City, Zamboanga del Norte in the first and second quarters of the calendar year 2011. The descriptive method of research was used in the study with the aid of the questionnaire checklist. There were 105 barangay official - respondents and 105 police personnel – respondents of the study. Data were analyzed using the frequency counting, percentage, weighted mean, single factor Analysis of Variance (ANOVA), Pearson r Product Moment Coefficient of Correlation, and the t – test. The study revealed that civil relations program was implemented much effectively by the barangay officials in Dipolog City while its peace process maintenance was well – maintained by the police law implementers. It was also revealed that there was a significant low level of relationship between civil relations program implementation and the peace process maintenance. DILG officer and the Mayor of Dipolog City must conduct regularly extensive performance evaluation to the barangay officials, institute further reforms, and ensure effective barangay development and governance system including the reform of justice and security institution, and the preservation of the culture of justice, truth, and reconciliation. The Provincial Director of Zamboanga del Norte Provincial Police Office, the Chief of Police of Dipolog City Police Station, and the City Mayor should provide likewise support in line with research, training and technical assistance for the continuous implementation of the peace process maintenance.

**KEYWORDS:** Civil Relation Program, Peace Process Maintenance, Barangay Officials, Philippine National Police, Zamboanga del Norte, Philippines

## 1. THE PROBLEM AND ITS SCOPE

### Introduction

The underlying principle of civil relations is when leaders, companies, business firms and establishments accept their civic responsibility and take an active interest in the well-being of its community. Through these, they gain a number of long-term benefits in terms of community support, loyalty, and good will. It cannot be overemphasized that community involvement builds public image and employee morale, and fosters a sense of teamwork that is essential in long-term success (Desatnik, 2000). The reason why civil relations program at all times is important as it can help virtually any member of the organization achieve visibility and as a good community citizen. Through the civil relations program, the quality of life in their community is improved along crime prevention, employment, environmental programs, clean-up and beautification, recycling, and restoration. Some other programs may include scholarship programs, urban renewal projects, performing arts programs, social and educational programs, children's activities, community organizations, and construction projects. On a more limited scale, small businesses achieve community visibility and engender good will by sponsoring local sports teams or other events. Support may be financial or may take the form of human participation.

There is no doubt that civil relations program is for community security where investors are encouraged to

establish their business when they see and observe the stable peace and order situation of the place. Leaders, companies, business firms and establishments provide their supports when peace and order become the prime concern of the populace and the people in authority. The expectations of investors who intend to do business can only be supported through the peace and order of the place. As fears and other unlawful acts can discourage the people's trust and confidence.

In quest for a brighter future, both in terms of peace and in terms of prosperity of the civil relations programs, are indispensable in a growing community. There must be such initiative of providing assistance to give prime concern of individuals in the community. Civil relations program is the answer to help the public in their pursuit of living in the community. A program which can provide the prime necessities of the people and eventually solve their problems.

Dipolog City being the center of commerce in the province of Zamboanga del Norte with many rising commercial establishments attracts and caters to many investors. There are more job opportunities which are growing in number causing many to migrate and settle in the place. Today, insecurities and fears are slowly going down and harmony among people is also developed and established. At this

**How to cite this paper:** Albin A. Ditay, MSCJ "Civil Relations Program in Relation to Peace Process Maintenance of the Philippine National Police" Published in International Journal of Trend in Scientific Research and Development (ijtsrd), ISSN: 2456-6470, Volume-5 | Issue-4, June 2021, pp.467-495, URL: [www.ijtsrd.com/papers/ijtsrd41311.pdf](http://www.ijtsrd.com/papers/ijtsrd41311.pdf)



IJTSRD41311

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point, peace and order must be earnestly maintained or everything that is starting to grow after hard labored efforts will just be put to waste.

Along this premise, the study is conducted assessing the implementation of the civil relations program of Dipolog City in relation to the maintenance of peace process of the Philippine National Police of the city to ensure a continuing progressive Dipolog City.

### **Theoretical /Conceptual Framework**

This study is anchored on the “System Theory” of Ludwig von Bertalanffy as cited by Hjørland and Nicolaisen (2005) which states that the world consists of “systems” or “integrative levels” and at the holistic perspective, it is the interplay between the systems and their elements in determining their respective functions. This is supported by the University of Twente (2010) which affirmed that “a system is an organized set of interrelated and interacting parts that maintain their own balance amid the influences of the environment”. The theory emphasizes that no one part can be understood unless it is viewed within the context of the entire system. It further stresses that no one part will function fully without all the other parts. This is also complemented by Godlaski (2011) who averred that systems are organized wholes comprised of component parts that interact in a distinct way over time. He further explained that all systems are sub-systems of larger systems. This means that there is interdependence and interaction between and among social systems. This theory is directly connected to the ongoing investigation. The city of Dipolog is treated as one system in which the barangays are its sub – systems. The barangay officials and the peace process maintenance implementers are the sub – elements of the system responsible for defining their respective functions in taking care of the entire system.

Along this context, Littlejohn (2001) mentioned four elements which make-up a system. The first is objects. These are the parts, elements, or variables within the system. These may be physical or abstract or both, depending on the nature of the system. Second, a system consists of attributes or the qualities or properties of the system and its objects. Third, a system has internal relationships among its objects. Fourth, systems exist in an environment. He concluded that a system is a set of things that affect one another within an environment and form a larger pattern that is different from any of the parts. The fundamental systems-interactive paradigm of organizational analysis features the continual stages of input, throughput (processing), and output, which demonstrate the concept of openness/closedness (Midley, 2003). Further, he asserted that a closed system does not interact with its environment. It does not take in information and therefore is likely to atrophy or vanished. He declared that an open system receives information, which it uses to interact dynamically with its environment. Openness increases its likelihood to survive and prosper. There are several characteristics of a system. These are wholeness and interdependence. This means the whole is more than the sum of all parts, correlations, perceiving causes, chain of influence, hierarchy, suprasystems and subsystems, self-regulation and control, goal-oriented, interchange with the environment, inputs/outputs, the need for balance/homeostasis, change and adaptability (morphogenesis) and equifinality. This means there are various ways to achieve goals using different types of networks are: line, commune, hierarchy and dictator

networks. Communication in this perspective can be seen as an integrated process – not as an isolated event.

This study is also supported by Heider’s Attribution Theory as cited by Martin and Smith (2007) which states that people are like amateur scientists, trying to understand other people’s behavior by piecing together information until they arrived at a reasonable explanation or cause. Attribution theory is concerned with how individuals interpret events and how this relates to their thinking and behavior. It assumes that people try to determine why people do what they do. A person seeking to understand why another person did something may attribute one or more causes to that behavior. Moreover, according to Heider (2003), a person can make two attributions 1) internal attribution, the inference that a person is behaving in a certain way because of something about the person, such as attitude, character or personality. 2) external attribution, the inference that a person is behaving a certain way because of something about the situation he or she is in. The connectedness of the theory to the present study is seen through the barangay officials and their understanding of the behavior of their constituents so as to establish better rapport. Officials make sure that conflicts do not develop in their barangay. If conflicts arise, officials have to mediate to resolve the conflict. The law enforcers as well as peace process implementers also have to establish better relationship with the community. Maintaining peace and order in the community is attributed to a friendly community.

This study is also hinged on the “Situational Theory” of Hersey and Blanchard (2011) which looks into the characteristics of people working under a leader to find out what kind of behavior the leader has. The whole point of this theory is to show that different leadership styles are needed for different leaders. If skills are lower, then a different leadership style is needed to be undertaken than when the people are very skilful and able to get on with most tasks themselves. Mosby’s Medical Dictionary (2009) defines situational theory as a leadership theory in which the manager chooses a leadership style to match a particular situation. The theory cited described clearly the scenario of the ongoing study. Barangay officials are leaders in their respective barangays. Each is expected to demonstrate leadership style fitted to the kind of people he is leading. In assessing the civil relations program implemented by the barangay officials of Dipolog City, the variables of the study are provided by Edwards (2011), namely: socio – economic development, good governance, reform of justice and security institution, and culture of justice, truth and reconciliation.

**Socio – Economic Development:** For communities to grow, the local officials and community members are constantly challenged by the need to balance fiscal, social, economic, and environmental goals. One aspect of this challenge is deciding how much and what types of new development the community can accommodate without compromising the day-to-day quality of life for residents. Edwards affirms that socioeconomic impact assessment is designed to assist communities in making decisions that promote long-term sustainability, including economic prosperity, a healthy community, and social well-being. Assessing community perceptions about development requires the use of methods capable of revealing often complex and unpredictable community values. Hence, the present study could be a venue to effect on this matter.

**Good Governance:** It is defined as the exercise of power or authority whether political, economic, administrative or otherwise in order to manage a country's resources and affairs (Downer, 2000). It comprises the mechanisms, processes and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences. Good governance means competent management of a country's resources and affairs in a manner that is open, transparent, accountable, equitable and responsive to people's needs. Governance reforms should be seen as a lengthy process of continuous improvement, which goes beyond introducing new systems, but requires new skills, attitudes and organizational cultures. Sustainable institutional change requires careful selection of desired interventions, a gradualist approach to implementation and long-term support. Leadership of the reform process is indispensable. Without institutional champions who actively support reform implementation, it is difficult for reform efforts to succeed.

**Reform of Justice and Security Institution:** According to the Organization for Economic Cooperation and Development, Development Assistance Committee (2007), security system reform should aim for: i) the establishment of effective governance, oversight and accountability in the security system; ii) improved delivery of security and justice needs; iii) development of local leadership and ownership of reform processes; and iv) sustainability of justice and security service delivery. The Commission of the European Communities (2006) also stated that the objective of the security system reform is to contribute explicitly to strengthening of good governance, democracy, the rule of law, the protection of human rights, and the efficient use of public resources. It is for this reason that the civil relations program implementation is assessed on reform of justice and security institutions as one of the important indicators in this study.

**Culture of Justice, Truth and Reconciliation:** It is evident that every local government unit has created and assembled a truth and reconciliation commission. The purpose of which is the promotion of community unity and reconciliation. Truth commissions are currently hailed as key mechanisms for addressing the goals of justice and reconciliation in post conflict societies and as a prerequisite to announcing the establishment of a new democratic order by marking a break with a violent past (Laplanche and Theidon, 2007). It is indeed necessary that the culture of justice and truth must be upheld to the highest level in bringing up a good government and highlighting good governance. The officials must look into proper disposition of charges against people who violate the law and allow the spirit of reconciliation to be enforced. This can only be possible when people living in the area would underscore the spirit of justice, truth and reconciliation.

Along peace process maintenance as a program of the city government of Dipolog, it is in compliance with Section 6,

Article XVI of the 1987 Constitution (Robles, 2011). It provides the policy of the state to promote peace and order, ensure public safety and strengthen local government's capability towards effective delivery of the basic services to the citizenry through the establishment of a highly efficient and competent police force that is national in scope and civilian in character. This is supported also by the declaration of policy under Republic Act 6975 and Republic Act 8551 known as the "Department of the Interior and Local Government Act of 1990" (Guevara and Viñas, 2008). From these laws, the dependent variables of the study were extracted, namely: patrol operation, assembly for peace, and police visibility.

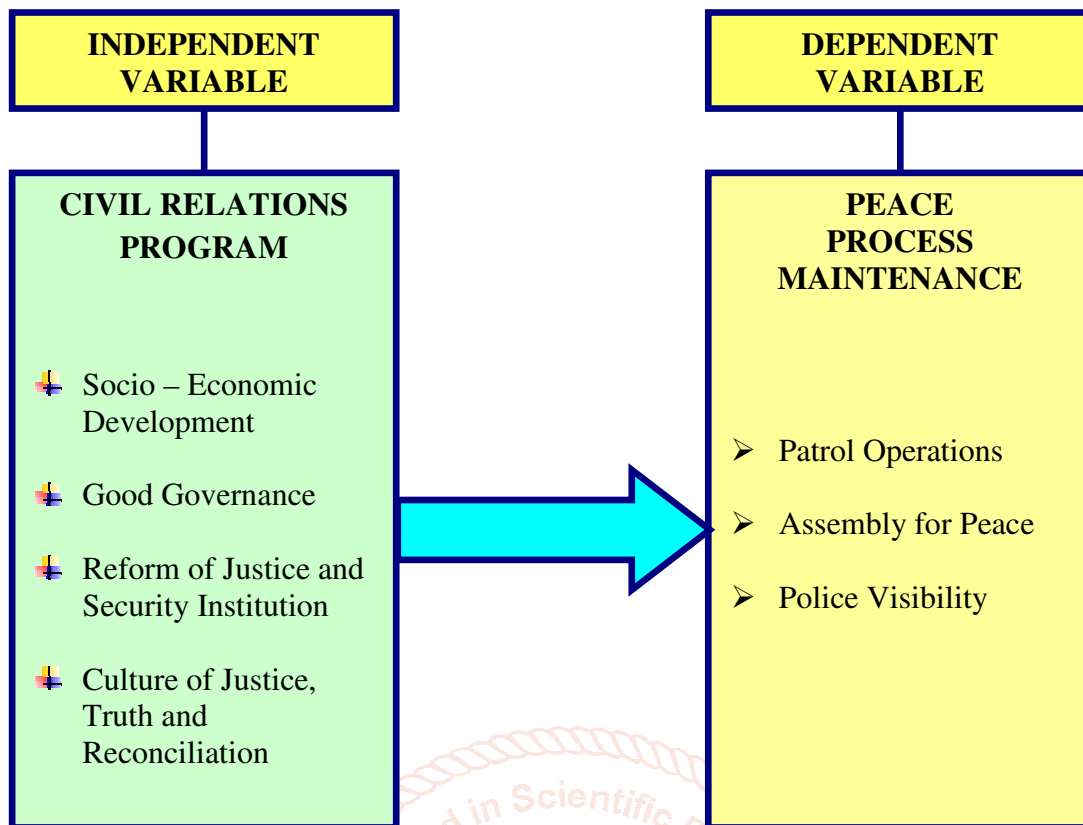
**Patrol Operation:** This refers to the function of the PNP in curtailing crime incidents in the area of responsibility through patrolling. It is considered as the backbone of the organization. Patrol force is the unit in the police organization which directly and constantly in contact with the public, hence, they are the officers who understand the behavior of the community. Responding to a wide variety of community needs ranging from visitor way finding to critical medical emergencies and severe weather situations, patrol operation represents and serves throughout the year (Maclean, 2011).

**Assembly for Peace:** This refers to meeting and organizing the community residents for information drive activities to help fight against crimes and preserve peace in the locality. Assembly for peace is an important aspect in the maintenance of peace process and must take part as a community policing. This is done through frequent meetings with the community residents on matters involving peace and security in their locality. This must be oftenly scheduled by the police unit covering the area with the coordination of the barangay officials.

**Police Visibility:** It means police presence which makes the law abiding citizens feel safe and secure but threatens the criminal. As the dictum goes "police visibility deters criminality" because a criminal may have desire to commit crimes but will not have the opportunity because of the presence of the police officers.

The schema of the study is presented in the next page. The first box contains the independent variable which is the civil relations program with four indicators categorized into socioeconomic development, good governance, reform of justice and security institutions, and culture of justice, truth and reconciliation. The second box contains the dependent variable which is the peace process maintenance with three indicators categorized into patrol operations, assembly for peace, and police visibility. An arrow connects the independent variable pointing to the dependent variable, which means civil relations program implementation is related to peace process maintenance.





**Figure 1 Schema of the Study**

### Statement of the Problem

The study aimed to find out the relationship between the civil relations program and peace process maintenance of the Philippine National Police in Dipolog City, Zamboanga del Norte in the first and second quarters of the calendar year 2011.

Specifically, this study sought answers to the following questions:

1. What is the profile of the respondents in terms of:
  - 1.1. age;
  - 1.2. gender;
  - 1.3. highest educational qualification;
  - 1.4. length of service; and
  - 1.5. seminars and training?
2. How do the respondents rate the civil relations program implementation in terms of:
  - 2.1. socio economic development;
  - 2.2. good governance;
  - 2.3. reform of justice and security institutions; and
  - 2.4. culture of justice, truth and reconcile ation?
3. What is the extent of effectiveness of peace process maintenance among the police - respondents?
4. Is there a significant difference on the civil relations program implementation when analyzed as to age, gender, educational qualification, length of service, and seminars and trainings?
5. Is there a significant relationship between civil relations program implementation and peace process maintenance?

### Hypotheses of the Study

**H<sub>01</sub>:** There is no significant difference on the civil relations program implementation when analyzed as to age, gender,

educational qualification, length of service and seminars and trainings.

**H<sub>02</sub>:** There is no significant relationship between the civil relations program implementation and peace process maintenance.

### Significant of the Study

This study is deemed beneficial to the following:

**Barangay Officials and Barangay Tanod:** This study provides the barangay officials and barangay tanods insights and novel directions on how to maintain the peace and order in their barangays. It is hoped that the result of this study would enlighten them to be watchful and active leaders by strengthening their functions and responsibilities.

**Barangay Residents:** The barangay residents may benefit from the output of this study since they are the recipients of the joint efforts of the barangay officials and the peace process maintenance implementers and law enforcers particularly the police law enforcers. Findings would redirect them on how to promote and enhance active citizenship through strengthening the people's organization and attain improved quality of life.

**Local Government Unit of Dipolog City:** The findings, recommendations, and implications of this study will be useful to the City Government of Dipolog. This would provide government officials to help develop, if not, improve the civil relation program implementation and enhance peace process maintenance in Dipolog City and the neighboring localities.

**PNP-Dipolog:** The Dipolog City PNP would be able to assess the weaknesses and strengths of its police peace process maintenance. Findings will be of help and assistance in improving peace process maintenance in the city.

**Provincial Police:** Results of the study would serve as basis for other police stations. The provincial police of the province could use the findings of this study as the framework of the other police stations bench marking the output of this study. On the other hand, the provincial police could offer help in improving the Dipolog City police peace process maintenance if this will be found ineffective.

**Criminology Students:** They will be made aware of the importance of civil relations program implementation which necessarily affects peace and order of the community. Results of this study lead students to undergo enhancement programs in gaining knowledge on civil relation related to police administrations.

**JRMSU System:** The university will be guided on the integration of civil relation in the curriculum leading to police administration involving peace process maintenance.

**Other Schools:** Schools offering criminology and other courses related to police works will be provided insights regarding the integration of civil relation in their curriculum so as to give their clientele pre-information about program implementation.

**Future Researchers:** Findings of this study could be a springboard for a related investigation on a broader scale.

### Scope and Delimitation of the Study

This study was limited to assessing the civil relations program implementation in Dipolog City with the randomly selected 105 elected barangay officials including the appointed barangay secretary and barangay treasurer of the twenty-one barangays of Dipolog City as the respondents of the study during the first and second quarters of 2011.

It also limited its scope to four indicators of civil relations program implementation as the independent variables such as socioeconomic development, good governance, reform of justice and security institution, and culture of justice, truth and reconciliation. Likewise, the study intended to find out its relationship towards effective peace process maintenance. Peace process maintenance indicators as the dependent variables in this study were limited to patrol operations, assembly for peace, and police visibility. To evaluate the effectiveness of peace process maintenance in the city, the Philippine National Police of Dipolog City Police Station comprising of 105 police personnel were chosen also as respondents of this study.

There may be other indicators of civil relations program implementation and peace process maintenance but this study restricted itself to the above-mentioned indicators.

### Definition of Terms

The following terms are operationally defined for a better understanding of the study:

**Assembly for Peace:** This refers to community residents and PNP meeting for information drive activities and organizing the residents to fight against crimes and preserve peace in the locality.

**Civil Relations Program:** Refers to the program such as socioeconomic development, good governance, reform of justice and security institutions, and culture of justice, truth and reconciliation.

**Civil Relations:** This refers to the various methods the community leaders, companies, business firms and the like

use to establish and maintain a mutually beneficial relationship with the communities in which they operate.

**Culture of Justice, Truth and Reconciliation:** This pertains to preservation of truth and justice, and uphold reconciliation for those who are in conflicts to maintain peace in the vicinity.

**Good Governance:** This pertains to competent management of a country's resources and affairs in a manner that is open, transparent, accountable, equitable and responsive to people's needs.

**Patrol Operation:** This refers to the function of the PNP in curtailing crime incidents in the area of responsibility through patrolling.

**Peace Process Maintenance:** This refers to a process of maintaining the equilibrium of peace and order in the community.

**Police Visibility:** This refers to the omnipresence of the policemen in their assignments of duty so as to deter opportunity of the would be criminal to commit crime.

**Reform of Justice and Security Institutions:** This refers to the institution of security in the area with the aim of reforming justice system for peace process maintenance as a full support for development.

**Socioeconomic Development:** This refers to programs and activities that promote long-term sustainability, including economic prosperity, a healthy community, and social well-being.

## 2. REVIEW OF LITERATURE AND STUDIES

This chapter presents pertinent literature and studies that are useful in coming up with the total concept of the study.

### Literature

Programs have life cycles and history, with components which can be redirected as they evolve (Bisset and Potvin, 2006). In a program, the sustainability process essentially begins during its planning and implementation and is dependent upon program modifications over time. Literatures typically portray programs as static entities which are more dependent upon decisions made during planning than what happens in real life. In this sense, program implementation is judged against "model program" standards for program delivery in order to determine its potential effectiveness (Bisset and Potvin, 2006).

With the world's economy facing a period of great uncertainty, every leader in business, in government, and ordinary citizens alike has to bond together to turn the challenges into opportunities in order to be able to rise against the uncertainties of time. This definitely will ensure macro-economic stability, to spur production and business, ensure social welfare, and stabilize people's life. Hence, proper planning and implementation of its socioeconomic development plan is imperative.

In the local scene, the local economic development is about local people working together to achieve sustainable economic growth that brings economic benefits and improves quality of life for all in the community. Research has shown that there is no single approach to local economic development that can be applied to every local area particularly to alleviate poverty. Every local authority has a unique set of challenges or a local economic development strategy or a combination of strategies which they developed

to respond specifically to local needs. With the problem of poverty, local governments play an important role in its eradication by creating employment opportunities for local inhabitants (Tefu, 2011).

Similarly, the Republic of Rwanda (2007), Economic Development and Poverty Reduction Strategy sets priorities for a five year period, reflect both the long term objectives of Rwanda Vision 2020 and government policies derived from own agenda. Implementation of the Economic Development and Poverty Reduction Strategy has a function-based dimension via Sector Strategic Plans and Line Agency Strategies, and an area-based dimension via District Development Plans and Vision 2020 Umurenge.

Another aspect that makes possible for the growth and development of the community is good governance. It refers to government agencies' conduct in implementing innovative policies and programmes to increase the quality of public service with the ultimate aim of increasing economic growth (Mardiasmo, Barnes, and Sakurai, 2008). Interest in the concept of governance compliance is currently a world-wide phenomenon resonating in all corners of life; private sector, public sector (government agencies), society, non-profit sector, and international institutions. Interest in governance within Asia has increased markedly in recent times not only due to the financial crisis but also due to other events derivative of poor governance practices (Armijo, 2004).

Societal change pushed for good governance. However, society change has at the same time impeded the implementation of new good governance idea. Thus there is a need for further socialization of good governance aspects and the form of these aspects in real life, where implementation of these aspects within procedures needs to be clearly shown to society (Bernhut, 2004). So that, society will no longer be an impediment to good governance implementation but will stand side by side with regional government as an educated auditor of good governance practices (Berman, 2006).

Security from violence is another dimension to be considered. This is fundamental to people's livelihoods and to sustainable economic, social and political development. Where violence breaks out, within or between countries, development is arrested. Security matters to the poor and other vulnerable groups, especially women and children, and has emerged as a vital concern for development, reducing poverty and achieving the Millennium Development Goals. Justice and security sector reform was one of the four priority areas identified by the Government of Sierra Leone in consultation with the United Nations Peacebuilding Commission (PBC) in 2006. The broad topic of security and justice sector reform is narrowed to information related to post-conflict peacebuilding, including legal and constitutional reform; military, police and penal reform; transitional justice; strengthening security and judicial institutions through training, assistance and mentoring programs, as well as strengthening governance and management of the security structures (Ball, Biesheuval, and Alanisakin, 2007).

According to Berman (2006), security reduces poverty as it relates to personal and state safety, access to social services and political processes. It is a core government responsibility, necessary for economic and social development and vital for the protection of human rights. Security matters to the poor and other vulnerable groups,

especially women and children, because bad policing, weak justice and penal systems and corrupt militaries mean that they suffer disproportionately from crime, insecurity and fear (Ball, Biesheuval, and Alanisakin, 2007). They are consequently less likely to be able to access government services, invest in improving their own futures and escape from poverty. Security, peace and order are important for improved governance. Inappropriate and weak security structures and mechanisms can contribute to weak governance which leads to instability and violent conflict, which impact negatively on poverty reduction (Armijo, 2004).

Stiftung (2010) in the BTI 2010 Philippines Country Report averred that poverty remains a central developmental issue in the Philippines. Data from the National Statistical Coordination Board revealed a poverty incidence of 26.9% for all families in 2006. However, the proportion of Philippine families which is considered poor by themselves was significantly higher over the official poverty-incidence data. The Social Weather Stations (SWS) nationwide survey of subjective poverty for the same period reported that 54% of all families rated themselves as poor. This figure slightly declined to 50%, in 2007 and which increased in 2008 to 53%. Self-rated food poverty figures also show that there is a large percentage of families in the country that have experienced involuntary hunger; in 2007, the figure was 38%, while it increased significantly in 2008, to 42%.

In the 2007/2008 UNDP Human Development Report, the Philippines registered a Human Development Index (HDI) value of 0.745, placing it 102nd out of 179 countries. In terms of the Human Poverty Index (HPI), the country registered a 12.5 value, which ranked it 54th out of 135 developing states. The high incidence of poverty and social exclusion can be attributed to income inequality, dominance by the elite and inadequate government responses, which continue to prefer short-term, visible interventions. Unemployment decreased from 8.1% in 2006 to 7.8% in 2007. This figure further decreased, to 7.4%, in 2008. Underemployment, however, continues to be high; it stood at 22% in 2007 and 21% in 2008. According to the World Bank, it is already difficult to estimate how high unemployment and underemployment in the years to come due to the "high uncertainty" of the situation.

Though the National Economic Development Authority (NEDA), registered more than 15,000 workers who were laid off between January and February 2009, mostly in the electronics and garments sector, and 19,000 others experienced decreases in work (whether in terms of shifts or hours per week). NEDA also reported that some 800,000 Filipinos were out of their jobs in 2009. This concern was compounded by the 900,000 individuals who graduated from universities and technical schools.

Good governance in the Philippines according to Llorito and Hermoso (2009) is a key factor in effective public service delivery, empowering poor and disadvantaged groups, hammering down the costs of goods and services that government buys, sustaining investments, and improving the quality of economic growth. This is complemented by the statement of His Excellency Benigno C. Aquino who said "Governing with integrity, with transparency and with accountability not only heals a national psyche that has long been characterized by its cynicism and mistrust of government. It also provides the foundation for equitable



progress” and “good governance therefore is good economics” (Porcalla, 2011).

A study conducted by the Institute for Strategic and Development Studies in 2005-2007 that sought to develop a Security Sector Reform Index (SSRI) for the Philippines came up with a number of relevant information on the issue of security sector reform and governance (Hernandez, 2008). The study identified the security sector as consisting of (1) the core security forces; (2) the security management and oversight bodies; (3) justice and law enforcement institutions such as the Ombudsman and the Sandigan Bayan; and (4) societal institutions. It looked at whether the principles of good security sector governance (transparency, responsibility, accountability, participation, responsiveness) were present or absent in the security sector.

The study found further that democratic principles of governance, including the relationship, authority, power, duties, and responsibilities of these security sector actors, both core and oversight bodies, abound in the country's constitution and laws, and that oversight institutions have been established in government and outside government as well. There is also awareness of their power and some oversight capacity, but are in general short of both material and competent manpower resources.

Under justice reforms of the United Nations Development Programme Philippines (2011), programme interventions are now in place directed to achieve more accountable and rule-based institutions to enhance access by the poor to justice and human security. It strives to enhance the capacities of institutions such as the courts, prosecution, law enforcement agencies, the correctional and legal support groups by supporting: (1) the development, institutionalization, implementation of policies and mechanisms including indigenous practices, gender sensitivity approaches and alternative dispute mechanisms to address problems of the poor, especially among women, to gain greater access to justice; (2) efforts to ensure that the critical justice agencies increase their awareness and enhance their capacities in respecting, protecting and fulfilling the rights of the citizens, particularly the poor and disadvantaged through programs such as free legal assistance, education, and enhanced information and communication technologies; (3) rationalization, linkages and synergy among the various agencies under the five pillars of justice at all levels through inter-agency coordinative bodies and mechanisms like the National Council on the Administration of Justice and the barangay justice system; and (4) efforts to strengthen and expand the stakeholder networks and partnerships among government, civil society, academe, church, private sector and media and their initiatives to advocate, review and monitor reforms in the justice and human rights sector. Hence, this study was conducted to assess the civil relation program among the barangay officials of Dipolog City.

Peace process is the term used to describe the series of attempts to achieve an end to the civil conflict and a political settlement for the differences that divide the community (Melaugh, 2006). More than 1.5 billion people live in countries affected by violent conflict. The World Development Report 2011: Conflict, Security and Development (WDR, 2011) examined the changing nature of violence in the 21st century, and underlines the negative impact of repeated cycles of violence on a country or region's

development prospects. The report stressed further that the risk of major violence is greatest when high levels of stress, political, security or economic, combine with weak and illegitimate institutions. Moreover, preventing violence and building peaceful states that respond to the aspirations of their citizens requires strong leadership and concerted national and international efforts.

The World Development Report (2011) published that the importance of the UN Security Council Resolution (UNSCR) 1325 lies in its recognizing the impact of war and conflict on women and how it links the protection of women and their participation in all aspects of peace and security processes to the maintenance of international peace and security. The report further stated that the African Union's declaration of a Decade of Women, and the focus on advancing women's leadership in its organization is an example for the international community.

According to Guehenno (2008), the Charter of the United Nations is the foundation document for all the United Nations work. The United Nations was established to “save succeeding generations from the scourge of war” and one of its main purposes is to maintain international peace and security. Peacekeeping, although not explicitly provided for in the Charter, has evolved into one of the main tools used by the United Nations to achieve this purpose. The Charter gives the United Nations Security Council primary responsibility for the maintenance of international peace and security. In fulfilling this responsibility, the Security Council adopted range of measures, including the establishment of a United Nations peacekeeping operation (Guehenno, 2008).

On the other, Marhaban (2010) reported that the people of Aceh in Indonesia are faring much better today as compared to the time of violent conflict. To the ordinary people, peace is always better than war whatever the circumstances, is a simple truism. And its current sustainability is due to the massive and sudden tsunami rehabilitation and reconstruction funds injected into a small community. However, economic improvement, especially when it is limited to the elite in Aceh, does not translate into improved well-being for ordinary people, given that equal political rights because justice and social welfare remain weak or absent. If no clear and specific goals are set, Aceh is faced with a “frameless transition” Marhaban (2010). The above literature emphasizes that once peace is established there is a need for maintenance to preserve peace. In an effort to achieve peace and flourish peace in the country, the Nonviolent Peaceforce was invited to Mindanao by local organizations working for peace and justice. Some of the organizations were involved in monitoring the ceasefire between the government and the Moro Islamic Liberation Front (MILF). Nonviolent Peaceforce were internationals deployed to work with local peacekeepers, contribute to their safety, help to maintain ceasefires and advance the peace process. Nonviolent Peaceforce Philippines Project objectives include: Enhancing the work of local peace teams through its presence and by reporting to the outside world; Contributing to the maintenance of the ceasefire(s) and working to prevent new violence; Supporting human rights reporting mechanisms in remote conflict areas; Assisting and connecting local and international advocacy groups; and Ensuring grassroots conflicts are resolved through dialogue at the local level and do not grow into larger crises (Nonviolent Peaceforce, 2011).

In consonance with these efforts, a set of policy assessment papers was produced by the United Nations Development Programme (UNDP) from 1999 to 2006 intended to provide independent policy advice towards strengthening Government's follow-through action and enhancing the UN response to Mindanao following the signing of the Peace Agreement between the Government of the Philippines and the Moro National Liberation Front (MNLF) in 1996. These papers examined key issues of peace, governance and development as the peace and development process evolved in the region, and influenced academic discourse and policy discussions on these critical issues (Oquist, 2009).

However, according to Boada (2009), the gulf in relations between the MILF and government is at a peak and negotiations have stagnated. He further reported that incorporating Disarmament, Demobilization and Reintegration (DDR) merits special attention. DDR, as a possibility, is new for the Philippines. The country needs to consider whether it is truly feasible to implement it, once it has looked to its correct application as a modest and effective contribution to the peace process. If indeed the Philippines decide on DDR, as part of a flexible, responsible, and transparent process, it opens itself up to variety of other possibilities. For this reason, Boada (2009) report made the following recommendations, whether for the peace process applied to the MNLF or as part of a process for the government and MILF yet to be determined. The potential for incorporating DDR as an aspect of the peace process is also outlined in a set of recommendations. Peace Process (MNLF and MILF): (1) analyze the possibility of strengthening disarmament and demobilization programs for members of the MNLF; (2) strengthen the ceasefire agreement adopted in 2003 before the 2010 presidential elections, if possible; (3) prioritize the return of internally displaced persons to their places of origin; (4) advocate support for traditional systems of conflict resolution; (5) strengthen the legal system in order to mitigate the effects of rido; (6) explore the possible legal channels for the MOA-AD, whether as constitutional amendments or modifications to relevant sections of the memorandum; (7) increase the level of consultation with the civilian population and grant a more relevant role to LGUs; (8) reinstitute an international presence for the sake of technical assistance and fulfilment of peace agreements; and (9) include a gender dimension to the peace process.

Boada (2009) recommended that incorporation of DDR in the Peace Process with the MILF: (1) decide whether DDR is the most adequate approach for Mindanao and propose more comprehensive alternative proposals to demilitarize the island; (2) adopt principles of transparency, responsibility, and flexibility, understanding that faced with a lack of peace negotiations, the processes, mechanisms, and tools decided upon are as important as the decisions taken; (3) conduct an exhaustive analysis on DDR, making it known that DDR is not designed to dismantle armed groups since it is the result of a negotiation process; (4) express also that DDR can include demobilization of members of the Armed Forces; (5) explore the possibility of including phases of disarmament and demobilization, forgotten by the process of reintegration for the past, present and future in Mindanao MNLF, and control strictly the proliferation of small arms as a means to building peace and altering the status of the combatant; (6) prioritize community-based reintegration mechanisms for the MILF, consolidate civilian rehabilitation

for ex-combatants, and develop the local level through participatory processes; (7) understand that DDR in Mindanao makes little sense without a familiarization of family, tribal, and clan dynamics; (8) consider a variety of technical aspects, such as the identities of the executive bodies, the international presence, control mechanisms, databases, and information and data transmission; (9) plan for the possibility of incorporating transitional justice mechanisms which can serve as alternatives to amnesty, as done in previous process of the government; and (10) explore the possibility of linking the MILF government peace process to ex-combatant integration into government security forces, as with the MNLF.

In Zamboanga del Norte, particularly in Dipolog City, the city government officials as well as the barangay officials of the 21 barangays of Dipolog City are looking forward for the maintenance of peace process in Mindanao. It is for this reason that this study was conducted in order to find out the peace process maintenance handled by the Dipolog City Police Station personnel.

### Studies

In a study conducted by Palit (2006) entitled "The Impact of Socio-Economic Reforms on Governance: The Bangladesh Experience", found out that in the agricultural sector, several positive measures such as lifting restrictions on the imports of irrigation equipment and subsidies; liberalizing the importation of seeds and encouraging the privatization process have yielded significant results in reducing poverty, generating employment and higher productivity. The study also found that Bangladesh performed well above other Asian countries in terms of women economic participation that ranked 18 out of 58 countries surveyed worldwide, while the ranks of other notably country's are India (53), USA (19), Japan (33) and Australia (15).

Ntuli (2000) conducted a study entitled "Impact of Crime on Socio-Economic Development at Somopho". The study found out that the Somopho area is fraught with problems of high unemployment high crime levels and lack of physical infrastructure. Secondly, it was shown that the levels of crime like robbery and assault cases are the order of the day. Many crimes are committed either during the day or at night. This study made several recommendations relating to what should be done to ensure that local residents, potential developers and investors feel safe at Somopho. Among other recommendations put forward are the establishment of community relations with the police, like community policing forums (CPFs) and development community safety centres.

A study entitled "Impact of Good Governance on Development in Bangladesh: A Study" was dealt by Uddin (2010). The researcher found out that good governance in Bangladesh is rare in practice because both the public and private officials are not accountable and decision-making process is not transparent. Corruption is a big obstacle in the pave of impact of good governance in Bangladesh. The study further revealed that Bangladesh is a least developed country and the literacy rate is also underprivileged and Bangladesh can take any one of the developed country for the model of good governance. The study recommended that to ensure good governance the first and foremost prerequisite is to minimization of corruption.

Pradhan and Sanyal (2011) investigated on "Good Governance and Human Development: Evidence From Indian



States". The investigation explored the impact of good governance on human development in India during the last two decades. The study found out that good governance and past human development determines present human development in India. This means good governance can be considered as the policy variables through which we can obtain high economic growth and human development in the country. The study suggested that with better institutional mechanism and good governance the country can put its development process in the higher ladder of growth and human development. The lack of same may affect the development process, particularly to achieve sustainable economic growth and human development. Hence, the study recommended that governments should aim to increase the status of good governance and can maintain the same with greater caution.

In the study of Javier and Medrana (2007) entitled "Trekking the Pathways in Building Good Governance in Cambodia and the Philippines" presented the pathways trekked by the Philippines and Cambodia in the hope of achieving good governance as a critical prerequisite for development. Historically, Cambodia and the Philippines have gone through varied phases in building good governance – from its colonial past, monarchy, dictatorship, communist upheavals and finally democracy. The governance pathways were assessed using Grunig's (2003) theories on governance that occur in four phases: 1) consolidation of democracy; 2) strengthening of government; 3) government as the problem; 4) public management reforms. One of Kaufman's et.al (2004) world governance tenets further strengthened the concept that historical origins are central to good governance. Available literature and field visits were utilized in developing the paper. The paper found that the suppression of democracy, the political instability, and the endemic corruption resulting in poverty for both the Philippines and Cambodia had been the prominent features of the governance pathways. These largely determined their current social, political, and economic conditions for development. The research results provided the realistic and broad picture that Cambodia and the Philippines can expect a better anti-poverty experience from first, their governance transitions in how the lessons learned in institutional capacity building reforms can be integrated given that there is both the emergence of political radicalism and passivity as a consequence on questions of political credibility and dominance. Second, is the increasing and latent discontent of citizens. Third is the capacity of public sector institutions to perform. This is central to the demands of good governance to get the people out of poverty.

The studies of Palit, Ntuli, Uddin, Pradhan and Sanyal, and Javier and Medrana are related to the ongoing study since the present study dealt with socioeconomic development, good governance, justice, peace, security and reconciliation as measures for growth and development of nations and people.

Olsson (2006) conducted a study entitled "Responses to Change in Accessibility. Socio-Economic Impacts of Road Investment: the Distributive Outcomes in Two Rural Peripheral Philippine Municipalities". This study described, evaluated and analyzed how a substantial improvement of road accessibility influenced the distributional outcomes of socio-economic development impacts in a rural peripheral area in the Philippines. Results showed that the direct road project impacts, substantially improved the study area's

regional network accessibility. These direct impacts had bearing on the indirect impacts. Production, employment, trade, competition, incomes and mobility increased substantially in all major economic sectors and in new ones, and among households. In absolute terms socioeconomic development and economic growth were attained within the study area after the road project. However, the improvement in accessibility differed greatly between municipalities and villages. The variations in improved accessibility severely affected the extent in which resource outtake, production, trade, and participation in activities were enabled. It also severely affected the distributional outcomes. Intravillage outcomes showed great differences. Incomes increased among all income groups in all villages, but distribution became more unequal, benefiting upper income groups. From a poverty reduction perspective, the road project was good, but not good enough. Another conclusion is that, for a road to play an enabling role, other conditions and measures must coincide. A general conclusion viewed that distributional outcomes at local level can be better understood by identifying disaggregated levels of intra- and inter-network accessibility and by applying different forms of Basic Accessibility.

An investigation conducted by Valdez (2009) entitled "The Socio-Economic Impact of Tourism and Entrepreneurship in Vigan City" determined the socio-economic impact of tourism and entrepreneurship in Vigan City, particularly along the profile of tourism related entrepreneurship; impact of tourism in existing business establishment, impact of tourism on the personal improvement of entrepreneurs; impact of citihood of Vigan to tourism and perception extent to which tourism and entrepreneurship had addressed the socio-economic goals of the entrepreneurs. Findings revealed that tourism in existing business with citihood to tourism in Vigan City indicated a "satisfying" impact, however, tourism on the personal improvement of the entrepreneurs revealed a "not so satisfying." Entrepreneurs' perception extents to which tourism and entrepreneurship had addressed their socio-economic goals had been achieved to an "average extent". The impact of tourism and entrepreneurship in the existing businesses showed that there were developments that increased their income, personal improvement of the entrepreneurs had been enhanced with the opportunities in attending seminars, workshops and conferences to develop their business, and Vigan now booming due to the presence of tourists. Entrepreneurs' perception extents on tourism and entrepreneurship had enhanced their socio-economic condition.

Mercado (2002) dealt on the study entitled "Regional Development in the Philippines: A Review of Experience, State of the Art and Agenda for Research and Action". This study was an attempt to put together these long years of experience through a reexamination of the original ideas and concepts of regional development and reflecting on how the same had influenced the perspectives of the country's policymakers in actual regional policy and planning. The objectives of this study is also aligned with the current realization that there is a need to provide a stronger research base that will aid in the more meaningful integration of regional concerns in national development policy analysis and formulation.

"Enhancing Governance of the Barangay: Reflections of Academics" was investigated by Masagca, et. al. (2009). This

study noted that good governance of BPU can be affected by the lack of capabilities of officials; indecisiveness during assumption of duties as officers – in – charge. Influence of their siblings and family relatives and sensitivity of the issues and concerns being addressed. The academics proposed that programs and projects (P&P) on capacity building of BPU officials must be accomplished vigorously in collaboration with the various higher education institutions (HEIs) and groups/organizations on local governance.

In totality, the above - mentioned literature and studies helped the researcher in coming up with the total concept of this study especially in this investigation on the civil relations program implementation. The cited literatures and studies dealt with the same subject matter, but differed on place and time of the investigation was conducted. The locales of the studies cited were foreign settings while this investigation was undertaken down in one of the provinces in Mindanao.

### 3. RESEARCH METHODOLOGY

This chapter presents the discussion of the method used, research environment, respondents of the study, research instrument, validation of the instrument, scoring procedure, data gathering procedure, and statistical treatment of the data in this study.

#### Method used

The descriptive method of research was used in the study with the aid of questionnaire checklist. This method described the situation as it exists at the same time of the study. It involved the collection of data in order to test the hypotheses and answer the questions concerning the study. It determined and reported the actual phenomena.

#### Research Environment

A barangay is the smallest local government unit in the Philippines and it is very similar to a village or a town. Municipalities and cities are composed of barangays. Each barangay is headed by a barangay captain called punong barangay, who leads the barangay council called sangguniang barangay which is composed of barangay councilors called kagawad. Every barangay also has appointed secretary and treasurer.

Dipolog City of the province of Zamboanga del Norte declared a City by virtue of Republic Act 5520 and was made its provincial capital since then. It is composed of twenty-one (21) barangays: Diwan, Sinaman, Cogon, Sangkol, Punta, Olingan, Galas, Sta. Filomena, Sta. Isabel, Miputak, Central Barangay, Barra, Biasong, Estaka, Turno, Gulayon, Dicayas, Minaog, Sicayab, Lugdungan, and San Jose.

The barangay figures prominently speak in many aspects of a Dipolognon and his way of life, thoughts, opinion – political and economical, and lifestyle. It serves as its primary caregiver and socialization agent next to generic family of course, nevertheless, a potent and dominant aspect in his life. Their values and norms are transmitted affecting his life,

welfare and development as member of the basic social, political, and economical unit of the country.

Notwithstanding changes in its population size, organization and political and geographical arrangement – barangays remain whole and intact through the years. Barangays continue to serve the functions and provides the needs of a Dipolognon that his immediate family may have failed to provide. On the other hand it further enhanced what his family and education has provided.

The city of Dipolog which is the local of the study is commonly known as the “Orchids City” and the center of commerce in the province of Zamboanga del Norte. The city is indeed growing in terms of commercial establishments and tourism environment. Along this context, the study was conceived to assess its civil relations program implementation which is attributed for what Dipolog City is now. The civil relation program implementation was assessed based on the four indicators, namely: socioeconomic development, good governance, reforms of justice and security institutions, and culture of justice, truth, and reconciliation. Likewise, because the city is known to be a peaceful and beautiful place to live in and conducive place for business, this study also embarked to determine the peace process maintenance of Dipolog City law enforcers. Peace process maintenance in this study comprised of patrol operations, assembly for peace, and police visibility.

#### Respondents of the Study

The respondents of the study were the entire police force in Dipolog City and the barangay officials including the appointed barangay secretary and treasurer in the twenty one (21) barangays of Dipolog City. However, the number of police – respondents relied on the number of questionnaires that were retrieved. This writer was finally able to retrieve 105 questionnaires from the police – respondents. Hence, this writer decided also to get 105 barangay official – respondents in order to have pairing and to establish simply relationship between the two groups of data from the two groups of respondents.

No sampling technique was applied in the selection of the police - respondents since all of the targeted respondents were all taken as subjects of the study. However, police – respondents were identified according to the number of questionnaires that were retrieved, accounted, and analyzed.

Simple proportionate sampling by lottery method was used in getting the number of respondents from each barangay. The proportion was obtained by dividing 105 by 231 which yielded 0.455 rounded off to the nearest thousandths. The number of representatives from each barangay was then calculated by getting the product of the proportion and the number of officials in each barangay. Table 1 shows the distribution of respondents by police station and by barangays.

**Table 1 Distribution of Respondents by Police Station and by Barangay**

Group	No. of Officials	Respondents	Percent
PNP- Dipolog City	-	105	50
Central Barangay	11	5	2.38
Barangay Barra	11	5	2.38
Barangay Biasong	11	5	2.38
Barangay Cogon	11	5	2.38
Barangay Dicayas	11	5	2.38
Barangay Diwan	11	5	2.38
Barangay Estaka	11	5	2.38
Barangay Galas	11	5	2.38
Barangay Gulayon	11	5	2.38
Barangay Lugdungan	11	5	2.38
Barangay Minaog	11	5	2.38
Barangay Miputak	11	5	2.38
Barangay Olingan	11	5	2.38
Barangay Punta	11	5	2.38
Barangay San Jose	11	5	2.38
Barangay Sangkol	11	5	2.38
Barangay Sicayab	11	5	2.38
Barangay Sinaman	11	5	2.38
Barangay Sta. Felomena	11	5	2.38
Barangay Sta. Isabel	11	5	2.38
Barangay Turno	11	5	2.38
<b>Total</b>		<b>210</b>	<b>100</b>

### Research Instrument

The instrument which was used to gather data in this study was composed of the questionnaire for the barangay official – respondents and the questionnaire for the police - respondents. The first part of the questionnaire dealt with the personal profile of the two groups of respondents in terms of age, gender, highest educational qualification, length of service; and seminars and training attended. The second part was the civil relations program implementation questionnaire and the third part was the peace process maintenance questionnaire.

A rating scale was used to assess the civil relations program implementation of the barangay officials. Civil relations program was categorized into four indicators, namely: socioeconomic development, good governance, reform of justice and security institutions, and culture of justice, truth and reconciliation. Each indicator was composed of ten items.

The five point Likert scale was used consisting of response options for each item. The rating scales were as follows:

- 5 – Very Much Effective
- 4 – Much Effective
- 3 – Effective
- 2 – Less Effective
- 1 – Not Effective

The peace process maintenance utilized in this study was categorized into three indicators, namely: patrol operations, assembly for peace, and police visibility. Each indicator of the peace process maintenance was also composed of ten descriptors. Five point Likert scale format was also used consisting of response options for each item. The rating scales were as follows:

- 5 – Very Well Maintained
- 4 – Well Maintained
- 3 – Maintained
- 2 – Less Maintained
- 1 – Not Maintained

### Validation of the Instrument

The instrument was referred to the adviser to pass judgment on the content, appropriateness and suitability of the instrument. With the adviser's recommendation, the instrument was subjected to a reliability test. Ten barangay officials of barangays Dawo and Lawaan of Dapitan City and ten police personnel from Dapitan City Police Station who were not the subjects of this study but with similar characteristics with the respondents were used as pilot samples to test the reliability of the instrument. Cronbach's Alpha was used to measure the internal consistency reliability of the instrument employing the Statistical Package for the Social Sciences (SPSS Statistics version 17.0).

The computed Cronbach's Alpha coefficient of the civil relations program implementation indicators was 0.956 and of the peace process maintenance indicators was 0.938. The computed Cronbach's Alpha of the whole instrument was 0.943 which indicated a very high relationship. This means that the whole instrument was reliable. Calmorin as cited by Galleto (2004) posited that "a high reliable instrument or test is always a valid measure of some functions". Since the Cronbach's Alpha coefficient was reliable and very high, the research instrument was both valid and reliable.



### Scoring Procedure

Scoring the respondents' responses regarding the civil relations program implementation was done by multiplying "very much effective" answer by 5, "much effective" by 4, "effective" by 3, "less effective" by 2, and "not effective" by 1.

On the other hand, scoring the respondents' responses on the peace process maintenance was done by multiplying "very-well maintained" by 5, "well-maintained" by 4, "maintained" by 3, "less maintained" by 2, and "not maintained" by 1.

### Data Gathering Procedure

A letter was sent to the office of the Dean of the Graduate School of Jose Rizal Memorial State University, Main Campus, Dapitan City seeking for an endorsement to field out the instrument of the study. The letter of the researcher together with the endorsement letter of the Dean was sent to the Chief of Police of the Philippine National Police, Dipolog City Police Station which asked for an approval for the administration of the instrument and to the Barangay Chairman of each barangay of Dipolog City, barangay secretary and treasurer. Upon approval, the researcher personally administered the instrument to the respondents of this investigation.

After the respondents answered, the questionnaires were then immediately taken back. After the retrieval, the responses were encoded and computed using the defined statistical tools for the study. Interpretation of the computed values were then performed.

### Statistical Treatment of the Data

Frequency counting and percentage were used to find the profile of the respondents in terms of age, gender, highest educational qualification, length of service; and seminars and training attended. Percent was calculated by getting the frequency of each category divided by the total number of respondents.

Weighted mean was employed to assess the civil relations program implementation indicators. Computation was performed by getting the product of the weight of the scale and the frequency of each scale divided by the total respondents using the formula:

$$\text{Weighted Mean} = \frac{\sum WX}{N}$$

Where:  $\Sigma$  = Summation

X = Frequency of each scale

W = Weight of each scale

N = Total Number of Respondents

Weighted mean for the civil relations program implementation indicators were given qualitative description within the establish limit as follows:

Weight	Range of Values	Description	Interpretation
5	4.21 – 5.00	Very Much Effective	Program is implemented greatly.
4	3.41 – 4.20	Much Effective	Program is implemented a great deal.
3	2.61 – 3.40	Effective	Program is implemented to moderate extent.
2	1.81 – 2.60	Less Effective	Program is implemented a little.
1	1.00 – 1.80	Not Effective	No implementation of program.

Weighted mean was also used to find out the extent of maintenance of peace process maintenance indicators. Mean of maintenance was categorized as follows:

Weight	Range of Values	Description	Interpretation
5	4.21 – 5.00	Very Well Maintained	Maintenance is sustained superbly sound.
4	3.41 – 4.20	Well Maintained	Maintenance is sustained sound.
3	2.61 – 3.40	Maintained	Maintenance is sustained fairly sound.
2	1.81 – 2.60	Less Maintained	Maintenance is sustained a little sound.
1	1.00 – 1.80	Not Maintained	Maintenance is not sustained.

Single Factor Analysis of Variance (ANOVA) was used to test the significant difference in the civil relation program implementation when analyze according to age, educational qualification, length of service, and seminars and trainings of the respondents. Computed F - value was obtained as follows:

$$F = \frac{MS_{BET}}{MS_W}$$

where: F = computed F ratio

$MS_{BET}$  = Mean Square between groups

$MS_W$  = Mean Square within groups

The t – test for independent or uncorrelated samples was employed in determining the significant difference on the civil relation program implementation when respondents were grouped according to gender. t – value was obtained by the hereunder formula:

$$t = \frac{\overline{X}_1 - \overline{X}_2}{\sqrt{\frac{S_1^2}{n_1} + \frac{S_2^2}{n_2}}}$$

where: t = computed t – value

$\overline{X}_1$  = mean of the male group

$\overline{X}_2$  = mean of the female group

$S_1^2$  = variance of the male group

$S_2^2$  = variance of the female group

$n_1$  = number of cases in the male group

$n_2$  = number of cases in the female group

Pearson r Product-Moment Coefficient of Correlation was employed to find out the relationship between civil relation program implementation and the peace process maintenance indicators.

The computed r was obtained using the formula:

$$r = \frac{N\sum XY - (\sum X)(\sum Y)}{\sqrt{[N\sum X^2 - (\sum X)^2][N\sum Y^2 - (\sum Y)^2]}}$$

where: N = Total number of respondents

X = Civil relations program implementation indicators

Y = Peace process maintenance indicators

The correlation value was interpreted as follows:

An r from 0.00 to  $\pm 0.20$  denotes negligible correlation

An r from  $\pm 0.21$  to  $\pm 0.40$  denotes low or slight relationship

An r from  $\pm 0.41$  to  $\pm 0.70$  denotes marked or moderate correlation

An r from  $\pm 0.71$  to  $\pm 0.90$  denotes high relationship

An r from  $\pm 0.91$  to  $\pm 0.99$  denotes very high relationship

An r equals  $\pm 1.00$  denotes perfect relationship

To test the strength of the computed r, the t – test was used with the hereunder formula:

$$t = r\sqrt{\frac{n-2}{1-r^2}}$$

where: t = t – test value

r = Pearson r value

n = Total number of respondents

The data which were collected for this study were encoded and analyzed using Statistical Package for the Social Sciences (SPSS version 17.0), Statistical Minitab (Version 12 and 13), Simplified Statistics for Beginners Software, and Microsoft Excel Data Analysis ToolPak. Statistical test was performed at 0.05 level of significance.

#### 4. PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter presents the data in tabular forms, analyzes and interprets the results. The presentation, analysis and interpretation of the data, which are presented hereto, are arranged in accordance with the order of the problems stated in the first chapter.

**Problem No. 1 What is the profile of the respondents in terms of:**

- 1.1. age;
- 1.2. gender;
- 1.3. highest educational qualification;
- 1.4. length of service; and
- 1.5. seminars and trainings attended?

**Age**

Table 2 shows the profile of the respondents in terms of age. The age brackets were divided into five namely: 25 years old and below, 26 – 30 years old, 31 – 35 years old, 36 – 40 years old, and 41 years old and above.

It could be seen in the table that there were 8 barangay official - respondents or 7.6 percent who were 25 years old and below. Thirteen or 12.4 percent were within the 26 – 30 years old bracket and 20 or 19 percent belonged to the 31 – 35 years old bracket. There were also 29 or 27.6 percent who were 36 – 40 years old and 35 or 33.3 percent fell within the 41 years old and above bracket. The table reveals further that more than one-half of the barangay official – respondents were 36 and above years old. This reflects a cumulative frequency percent of 60.9 percent. This implies that barangay officials in the Dipolog City are mature enough to handle positions in the barangay offices.

On the other hand, the police officers had the following age profile: 35 or one third of the total population of the police officers were 26 – 30 years old; 31 or 29.52 percent were 31 – 35 years old; 23 or 21.90 percent were 36 – 40 years old; 11 or 10.48 percent were 25 years old and below and finally; 5 or 4.76 percent were 41 years old and above. It could be seen that the bulk of the respondents were on ages 26 – 35 years old, which could be said to be at the middle age group.

It could generally be seen that barangay officials and police officers belong to different age groups. Police officers are relatively younger compared to the barangay officials. This finding is corroborated by the report of Lasaleta (2011) who reported that barangays of the Municipality of Pavia in the Province of Iloilo are dominated by officials aging 35 years old and above. The finding, however, is contradicted by the study of Patiam (2011) who revealed that the police personnel of Iriga City PNP Station are matured aging 41 years old and above.

**Table 2 Profile of Respondents in Terms of Age**

Age	Barangay Officials		Police Officers	
	Frequency	Percent	Frequency	Percent
25 years old and below	8	7.6	11	10.48
26 – 30 years old	13	12.4	35	33.33
31 – 35 years old	20	19.0	31	29.52
36 – 40 years old	29	27.6	23	21.90
41 years old and above	35	33.3	5	4.76
<b>Total</b>	<b>105</b>	<b>100</b>	<b>105</b>	<b>100</b>

**Gender**

Presented in Table 3 is the profile of the respondents in terms of gender. As seen in the table, there were 56 or 53.3 percent of the barangay official – respondents were males and 49 or 46.7 percent were females. As to the police officers, there were 92 of them who were males which generally constitute 87.62 percent while only 13 or 12.38 percent were females. It could be said that the majority of the respondents, for both barangay officials and police officers were male.

Generally, law enforcement requires male instincts in all its implementation, however, females have joined the service and they are into it, which could be due to the idea of gender equality. This finding is corroborated by the finding of the survey conducted by the Integrity Development Review of the Philippine National Police including Region 3, Region 7 and Region 11 which revealed that respondents from the Philippine National Police were mostly male.

In the same vein, politics used to be dominated majorly by males but in the present days, seems the number of women in politics is about to be at the level of the men. The data on the table supported the fact that barangay politics is dominated by males. The Department of Interior and Local Government (DILG) of the country revealed that males outnumbered the females. In particular, DILG of Region 12 (2011) revealed that barangay officials of the region are ruled by males. Likewise, statistics of elected barangay officials of Dipolog City showed that male is higher in number than female.

**Table 3 Profile of Respondents in Terms of Gender**

Gender	Barangay Officials		Police Officers	
	Frequency	Percent	Frequency	Percent
Male	56	53.3	92	87.62
Female	49	46.7	13	12.38
<b>Total</b>	<b>105</b>	<b>100</b>	<b>105</b>	<b>100</b>

**Educational Qualification**

The profile of the respondents in terms of educational qualification is shown in Table 4. The table revealed that 23 or 21.9 percent of the barangay official – respondents were college graduates. The table further presented that there were 8 or 7.6 percent of the respondents who were with masters degree units and 2 or 1.9 percent of them were master's degree holders. It could be gleamed on the table that 78 or 74.3 percent of the respondents have reached college. This means that almost 75 percent of the respondents pursued college education, thus, providing better knowledge related to the profession. It can be deduced that college education is a priority.



Taking a look at the police officers, a great number of them were bachelor's degree holder while only very few have earned their master's degree. It could be noticed that generally, police officers have higher educational attainment compared with that of the barangay officials. This idea is in conformity with the reason that those who go into politics could be anybody who could just read and write, regardless of their educational attainment. Unlike the police officers that they are absorbed into the pool of law enforcers only when they have completed at least their bachelor's degree.

Bankhead (2011) averred that attending college provides opportunities for graduates which are not as widespread to those who have not received a higher education. She said further college education serves as the gateway to better options and more opportunity. Confidence is further enhanced by pursuing graduate studies.

According to Williams (2011) graduate studies allow pursuing specific research and scholarly interests. It provides needed preparation for specialized careers and results in more job opportunities on national levels. It also results in self – confidence and job satisfaction. Moreover, it allows one to make contributions to society.

**Table 4 Profile of Respondents in Terms of Educational Qualification**

Educational Attainment	Barangay Officials		Police Officers	
	Frequency	Percent	Frequency	Percent
Elementary Level	2	1.9	-	-
High School Level	1	1.0	-	-
High School Graduate	24	22.9	-	-
College Level	45	42.9	-	-
College Graduate	23	21.9	97	92.38
With Masteral Units	8	7.6	8	7.62
Masters' Degree Holder	3	1.9	-	-
<b>Total</b>	<b>104</b>	<b>100</b>	<b>105</b>	<b>100</b>

### Length of Service

Table 5 presents the profile of the respondents in terms of length of service. It is divided into six brackets as follows: 5 years and below, 6 – 10 years, 11 – 15 years, 16 – 20 years, 21 – 25 years, and 26 years and above.

As shown in the table, 41 or 39.0 percent of the barangay official – respondents were 5 years and below in the service. Twenty-nine or 27.6 percent were 6 to 10 years in the service, 5 or 4.8 percent were 11 to 15 years in the service, and 18 or 17.1 percent were 16 to 20 years in the service. Additionally, 8 or 7.6 percent of the respondents were already 21 to 25 years in the service and 4 or 3.8 percent of the surveyed respondents were 26 years and above in the service.

Looking at the profile of the police officers, they have relatively few years of service experience as they are also relatively young. More than fifty percent of the police officers have less than five years' experience in the service, which would lead to the idea that these police officers were just place in service. The highest experience gained by other police officers is 11 to 15 years, with which, only few of them had such experience. This finding is not far from that of the barangay officials. Though they may differ in terms of age range but their experiences were not far from each other.

It can be observed further in the table that 66.6 percent of the surveyed barangay official – respondents were less than 10 years in the service. It could be deduced that the service is a result of the election. Serving in the barangay depends on the outcome of the election.

**Table 5 Profile of Respondents in Terms of Length of Service**

Length of Service	Barangay Officials		Police Officers	
	Frequency	Percent	Frequency	Percent
5 years and below	41	39.0	54	51.43
6 – 10 years	29	27.6	32	30.47
11 – 15 years	5	4.8	19	18.10
16 – 20 years	18	17.1	-	-
21 – 25 years	8	7.6	-	-
26 years and above	4	3.8	-	-
<b>Total</b>	<b>105</b>	<b>100</b>	<b>105</b>	<b>100</b>

### Seminars and Training

Shown in Table 6 is the profile of the respondents in terms of seminars and trainings attended. Taking a look at the police officers' length of service, they generally have earned few years of service in the police force. As seen in the table, 30 or 28.6 percent of the barangay official – respondents attended 20 hours and below in seminars and trainings. Twenty – one to 30 hours of seminars and trainings were attended by 29 or 27.6 percent of the respondents. Fifteen or 14.3 percent were able to participate 31 – 40 hours. Additionally, the table presented that 1 or 1.0 percent participated in 41 – 50 hours, while 30 or 28.6 percent attended 51 hours and above in seminars and trainings.

Bayan (2011) reported that Alangsab, ABC President and councilor, expressed that trainings and seminars are important to equip the barangay officials with knowledge on the different aspects of their responsibility. He further averred that trainings and seminars are the good venues to find rooms for improvement and improvement leads to success.

However, The Department of the Interior and Local Government (DILG) called on all local chief executives (LCEs) to refrain from conducting training and seminars sourced from public funds outside of the geographical island of their respective local government units (LGUs). DILG Secretary Jesse Robredo (2011) stressed that “this practice impacts on the ability of a local government to finance desirable development programs or projects, and delimits actions to bring about the constitutional mandate to provide quality of life for all”.

**Table 6 Profile of the Respondents in Terms Seminars and Training Attended**

Number of Hours	Barangay Officials		Police Officers	
	Frequency	Percent	Frequency	Percent
20 hours and below	30	28.6	88	83.81
21 – 30 hours	29	27.6	13	12.38
31 – 40 hours	15	14.3	4	3.81
41 – 50 hours	1	1.0	-	-
51 hours and above	30	28.6	-	-
<b>Total</b>	<b>105</b>	<b>100</b>	<b>105</b>	<b>100</b>

**Problem No. 2 How do the respondents rate the civil relations program implementation in terms of:**

- 2.1. socio-economic development;
- 2.2. good governance;
- 2.3. reform of justice and security institutions; and
- 2.4. culture of justice, truth and reconciliation?

**Socio-Economic Development**

Socio economic development refers to programs and activities that promote long-term sustainability, including economic prosperity, a healthy community, and social well-being. In this study, it was described by a 10 – descriptor and measured by a five point scale ranging from “very much effective”, “much effective”, “effective”, “less effective”, and “not effective”.

Table 7 presents the civil relations program implementation profile of the barangay of Dipolog City in terms of socio-economic development. The barangay officials rated “effective” on the following items: “Balances and with equitable poverty reduction”, “Respects gender equality”, “Offers equitable access to services”, “Displaces repatriation and reintegration”, “Develops social inclusion projects”, and “Updates the socio-economic profile”, with the average weighted values of 2.91, 3.01, 3.31, 2.97, 3.40, and 3.28, respectively.

It could also be gleaned on the table that barangay officials rated “much effective” along the following items: “Enhances physical reconstruction”, “Provides sound and equitable economic management”, “Endows with sustainable and equitable access to natural resources”, and “Modernizes the city development and physical framework plan”, with the average weighted values of 3.41, 3.67, 3.54, and 3.42, respectively.

Police officers, however, rated “much effective” in each of the following:

“Balances and with equitable poverty reduction”, “Respects gender equality”, “Offers equitable access to services”, “Displaces repatriation and reintegration”, “Develops social inclusion projects”, “Updates the socio-economic profile”, “Enhances physical reconstruction”, “Provides sound and equitable economic management”, “Endows with sustainable and equitable access to natural resources”, and “Modernizes the city development and physical framework plan” with average weighted values of 4.18, 4.20, 4.20, 4.17, 4.15, 4.16, 4.16, 4.18, 4.05, and 4.10, respectively.

In general, barangay official – respondents revealed that there was an effective implementation of the socio-economic development in barangays of Dipolog City while police officers declared much effective implementation of the program. These were supported by means of 3.29 and 4.15, respectively. This means that Dipolog City continues to progress socio-economically which benefit majority of the poor people in the barangay. This has to be sustained for the benefit of the future generations as well as for those living today.

Som, Pal and Bharati (2011) found out that an increase in the socio-economic development is directly associated with a decrease in the incidence of disease. This could be inferred that socio-economic development is much implemented to benefit the constituents.

Edwards (2011) affirms that socioeconomic impact assessment is designed to assist communities in making decisions that promote long-term sustainability, including economic prosperity, a healthy community, and social well-being. Assessing community perceptions about development requires the use of methods capable of revealing often complex and unpredictable community values.

**Table 7 Civil Relations Program Implementation in Terms of Socioeconomic Development**

Descriptors	Police Officers		Barangay Officials	
	AWV	D	AWV	D
1. Enhances physical reconstruction.	4.18	ME	3.41	ME
2. Provides sound and equitable economic management.	4.20	ME	3.67	ME
3. Balances and with equitable poverty reduction.	4.20	ME	2.91	E
4. Respects gender equality.	4.17	ME	3.01	E
5. Offers equitable access to services.	4.15	ME	3.31	E
6. Displaces repatriation and reintegration.	4.16	ME	2.97	E
7. Endows with sustainable and equitable access to natural resources.	4.16	ME	3.54	ME
8. Develops social inclusion projects.	4.18	ME	3.40	E
9. Updates the socio-economic profile.	4.05	ME	3.28	E
10. Modernizes the city development and physical framework plan.	4.10	ME	3.42	ME
<b>Mean</b>	<b>4.15</b>	<b>ME</b>	<b>3.29</b>	<b>E</b>

### Good Governance

Table 8 shows the civil relations program implementation profile in terms of good governance among the barangays of Dipolog City. Good governance pertains to competent management of a country's resources and affairs in a manner that is open, transparent, accountable, equitable and responsive to people's needs. A look at the table, the respondents indicated that conducting barangay assembly was implemented and was "very much effective". It obtained an average weighted value of 4.31 which fell within the range of 4.21 – 5.00. Likewise, good governance in terms of "Performs public hearings", "Enforces laws and ordinances", "Negotiates, enters into, signs contract in behalf of the barangay, upon authorization of the SB", "Maintains public order", "Formulates plans for future achievements", "Organizes community volunteer service for the needs of residents", "Demonstrates the duties of citizenship and/or good stewardship", and "Organizes task forces and committees to respond to concerns or needs of residents" were implemented "much effective" with average weighted values of 4.10, 3.81, 3.78, 3.83, 4.15, 3.43, 3.58, and 3.50, respectively. Likewise, the descriptor "Conducts proper and thorough monitoring and evaluation of projects" was also implemented "effective" with an average weighted value of 3.19.

Taking a look at the police officers' responses, respondents revealed "much effective" on the following items: "Conducts barangay assembly", "Performs public hearings", "Enforces laws and ordinances", "Negotiates, enters into, signs contract in behalf of the barangay, upon authorization of the SB", "Maintains public order", "Formulates plans for future achievements", "Organizes community volunteer service for the needs of residents", "Demonstrates the duties of citizenship and/or good stewardship", "Organizes task forces and committees to respond to concerns or needs of residents", and "Conducts proper and thorough monitoring and evaluation of projects" with average weighted values of 4.18, 4.19, 4.12, 4.11, 4.15, 4.16, 4.18, 4.14, 4.10, and 4.12, respectively.

Generally, good governance was rated both by the barangay official and police officer – respondents "much effective" with means of 3.77 and 4.14, respectively. This finding disclosed that barangay officials of Dipolog City were "much effective" in the implementation of good governance in their respective barangay. This means that barangay officials are aware of the fact that good governance is a key to development. This implies further that the key players to good governance are the elected officials who are knowledgeable and functional on their jobs. It can be deduced that barangay officials understand the challenge and are aware of their responsibility that promotes, supports and sustains human development - especially for the poorest and most marginal.

**Table 8 Civil Relations Program Implementation in Terms of Good Governance**

Descriptors	Police Officers		Barangay Officials	
	AWV	D	AWV	D
1. Conducts barangay assembly.	4.18	ME	4.31	VME
2. Performs public hearings.	4.19	ME	4.10	ME
3. Enforces laws and ordinances.	4.12	ME	3.81	ME
4. Negotiates, enters into, signs contract in behalf of the barangay, upon authorization of the SB.	4.11	ME	3.78	ME
5. Maintains public order.	4.15	ME	3.83	ME
6. Formulates plans for future achievements.	4.16	ME	4.15	ME
7. Organizes community volunteer service for the needs of residents.	4.18	ME	3.43	ME
8. Demonstrates the duties of citizenship and/or good stewardship.	4.14	ME	3.58	ME
9. Organizes task forces and committees to respond to concerns or needs of residents.	4.10	ME	3.50	ME
10. Conducts proper and thorough monitoring and evaluation of projects.	4.12	ME	3.19	E
<b>Mean</b>	<b>4.14</b>	<b>ME</b>	<b>3.77</b>	<b>ME</b>

### Reform of Justice and Security Institutions

Table 9 reflects the reform of justice and security institutions profile of the barangays in Dipolog City. A closer look at the table revealed that the implementation of the civil relations program was "much effective" as rated by the barangay officials along reform of justice and security institutions on the items: "Maintains nonviolent accompaniment", "Enhances community policing", "Develops peacekeeping strategy", "Encourages nonviolent observers", "Implements proper disposition of charges", "Considers security measures" and "Upholds speedy trial", the average weighted values obtained were 3.41, 3.64, 4.06, 3.74, 3.50, 4.00, and 3.66, respectively. On the other hand, on items "Ascertain security system reform (police, military, intelligence)", "Reduces small arms and light weapons", and "Supports disarmament, demobilization and reintegration of combatants" were implemented "effectively" in the barangays of Dipolog City with weighted average values of 3.32, 2.84, and 3.26, respectively.

Looking at the responses of the police officers, the implementation of the civil relations program in the barangays of Dipolog City was "much effective" on all of the following items: "Ascertain security system reform (police, military, intelligence)", "Reduces small arms and light weapons", "Maintains nonviolent accompaniment", "Enhances community policing", "Develops peacekeeping strategy", "Encourages nonviolent observers", "Supports disarmament, demobilization and reintegration of combatants", "Implements proper disposition of charges", "Considers security measures", and "Upholds speedy trial" with average weighted values of 4.00, 4.10, 4.11, 4.06, 4.20, 4.20, 4.19, 4.19, 4.19, and 4.18, respectively.

In totality, the table shows that the barangay officials of Dipolog City were "much effective" in terms of "reform of justice and security institution". This is supported by a mean of 3.54. Likewise, police officers revealed that "reform of justice and security institution" was implemented "much effective" by the barangay officials. This is also supported by a mean of 4.14. This means



that barangay officials have strong determination in reforming the justice system for peace process maintenance as a full support for development. This implies further that authorities in the barangays incorporate justice-sensitive reform initiatives within the barangay programmes to address in shaping social security reforms in the community.

This finding is corroborated by Duyulmus (2009) whose study found out that the social security reform in Turkey was shaped through the interaction of domestic actors with the international financial institutions, World Bank and IMF and with the EU membership process. Hernandez (2008) stressed that social security reform in the barangay is the responsibility of the elected officials and their constituents to achieve good governance. Service – oriented officials are deemed to provide good governance for the people and the community.

**Table 9 Civil Relations Program Implementation in Terms of Reform of Justice and Security Institutions**

Descriptors	Police Officers		Barangay Officials	
	AWV	D	AWV	D
1. Ascertains security system reform (police, military, intelligence).	4.00	ME	3.32	E
2. Reduces small arms and light weapons.	4.10	ME	2.84	E
3. Maintains nonviolent accompaniment.	4.11	ME	3.41	ME
4. Enhances community policing.	4.06	ME	3.64	ME
5. Develops peacekeeping strategy.	4.20	ME	4.06	ME
6. Encourages nonviolent observers.	4.20	ME	3.74	ME
7. Supports disarmament, demobilization and reintegration of combatants.	4.19	ME	3.26	E
8. Implements proper disposition of charges.	4.19	ME	3.50	ME
9. Considers security measures.	4.19	ME	4.00	ME
10. Upholds speedy trial.	4.18	ME	3.66	ME
<b>Mean</b>	<b>4.14</b>	<b>ME</b>	<b>3.54</b>	<b>ME</b>

### Culture of Justice, Truth and Reconciliation

The following items “Conducts dialogue among conflicting groups”, “Builds capacity and provides training in conflict resolution”, “Cultivates the culture of peace education”, “Follows proper procedure in reconciliation” and “Gives importance on seminars and training on justice and peace” which obtained the average weighted values of 3.42, 3.66, 3.93, 3.49 and 3.61, respectively in the barangays of Dipolog City were described as “much effective” by the barangay official – respondents. Respondents of the study also affirmed on “Enhances nonviolent dispute resolution systems”, “Reduces prejudice or diversity training”, “Resolves conflict fairly”, and “Mediates for truth and reconciliation” as “effective” with average weighted values of 3.13, 3.28, 3.30, and 2.93, respectively while “Heals trauma and processes conflicts” was implemented “less effective” with an average weighted value of 2.53 in the barangay of the city.

Police officer – respondents, on the other hand, revealed “much effective” on all of the following items “Conducts dialogue among conflicting groups”, “Enhances nonviolent dispute resolution systems”, “Reduces prejudice or diversity training”, “Heals trauma and processes conflicts”, “Builds capacity and provides training in conflict resolution”, “Cultivates the culture of peace education”, “Resolves conflict fairly”, “Follows proper procedure in reconciliation”, “Gives importance on seminars and training on justice and peace”, and “Mediates for truth and reconciliation” with the average weighted values of 4.00, 4.15, 4.12, 4.08, 4.07, 4.12, 4.15, 4.15, 4.10, and 4.09, respectively.

The overall finding disclosed that the Dipolog City barangays were implementing “effectively” the culture of justice, truth and reconciliation as rated by the barangay officials with a mean of 3.34. Police officers, however, revealed that Dipolog City barangays were implementing “much effective” on the culture of justice, truth and reconciliation with a mean of 4.10. This means that barangay officials are preserving the culture of truth in their constituents. Further, they uphold reconciliation process especially those who are in conflict in the barangays. This is supported by the Ministry of Foreign Affairs of Denmark (2011) which stressed that human security should be the starting point of strategies relating to reform of the security apparatus. Decision making at political level should be linked to sectoral and community based initiatives. Mediating disputes in an effective manner would require a closer working relationship among police, law, and justice institutions, and the community as a whole.

**Table 10 Civil Relations Program Implementation in Terms of Culture of Justice, Truth and Reconciliation**

Descriptors	Police Officers		Barangay Officials	
	AWV	D	AWV	D
1. Conducts dialogue among conflicting groups.	4.00	ME	3.42	ME
2. Enhances nonviolent dispute resolution systems.	4.15	ME	3.13	E
3. Reduces prejudice or diversity training.	4.12	ME	3.28	E
4. Heals trauma and processes conflicts.	4.08	ME	2.53	LE
5. Builds capacity and provides training in conflict resolution.	4.07	ME	3.66	ME
6. Cultivates the culture of peace education.	4.12	ME	3.93	ME
7. Resolves conflict fairly.	4.15	ME	3.30	E
8. Follows proper procedure in reconciliation.	4.15	ME	3.49	ME
9. Gives importance on seminars and training on justice and peace.	4.10	ME	3.61	ME
10. Mediates for truth and reconciliation.	4.09	ME	2.93	E
<b>Mean</b>	<b>4.10</b>	<b>ME</b>	<b>3.34</b>	<b>E</b>

### Summary

Table 11 presents the summary table of the civil relations program implementation. A closer look at the table reveals that two of the four indicators describing the civil relations program implementation, namely: good governance and reform of justice and security institutions were implemented “much effective” as rated by the barangay officials in the barangays of Dipolog City. These were supported by the mean of 3.77 and 3.54, respectively. Likewise, the other two of the indicators of the civil relations program implementation such as socioeconomic development and culture of justice, truth and reconciliation were implemented “effective” in the barangays of Dipolog City. These were affirmed by the mean of 3.29 and 3.34, respectively.

As to the police officers, the four indicators of civil relations program implementation such as socio economic development, good governance, reform of justice and security institution, and culture of justice, truth and reconciliation were described as “much effective” with 4.15, 4.14, 4.14, and 4.10 as the obtained mean respectively.

The general mean of all indicators as obtained by the barangay officials and police officers were 3.49 and 4.13, respectively which indicated that civil relations program was implemented “much effective” in the barangays of Dipolog City. This means that program implementation in the barangays of Dipolog City involves all the steps needed to put promotion strategies and interventions into place and make them available to all constituents. This implies that strategies of implementation included a formal strategic planning process and a wide array of agencies as partners.

This finding is supported by Dairo (2004) whose study revealed that the priority projects identified in the Barangay Development Plan and implemented in the barangays were categorized into agriculture, socio-economic, human development and infrastructure and utilities. The study revealed further that socio-economic project implementation was significantly correlated with gender and educational attainment, internal fund and number of external fund sources.

This is corroborated by Rimando (2010) who revealed that the new political leadership of Surigao del Norte has crafted a platform of local government which serves as its manual on priority programs and projects for implementation aimed towards socio-economic growth and development of the province.

**Table 11 Summary Table of the Civil Relations Program Implementation**

INDICATORS	Police Officers		Barangay Officials	
	Mean	Description	Mean	Description
1. Socioeconomic Development	4.15	Much Effective	3.29	Effective
2. Good Governance	4.14	Much Effective	3.77	Much Effective
3. Reform of Justice and Security Institutions	4.14	Much Effective	3.54	Much Effective
4. Culture of Justice, Truth and Reconciliation	4.10	Much Effective	3.34	Effective
<b>General Mean</b>	<b>4.13</b>	<b>Much Effective</b>	<b>3.49</b>	<b>Much Effective</b>

### Problem No. 3 What is the extent of effectiveness of peace process maintenance among the police - respondents?

Peace process maintenance refers to a process of maintaining the equilibrium of peace and order in the community. Three indicators were utilized in the study, namely: patrol operations, assembly for peace and police visibility.

#### Patrol Operations

Patrol operations which aimed at curtailing crime incidents in the area of responsibility through patrolling. It is measured by a five – point scale test ranging from “very well maintained”, “well maintained”, “maintained”, “less maintained”, and “not maintained”.

Table 12 presents the peace process maintenance profile in terms of patrol operations. It could be seen in the table that police officer – respondents rated “well maintained” on the items “Balances work load among personnel”, “Spreads the patrol force throughout the jurisdiction”, “Divides patrol force into geographical areas”, “Acquaints with the general problems of the community”, “Is alert and vigilant in his beat”, “Strengthens public confidence and relations”, “Cultivates sources of information”, “Conducts timely and thorough investigation of all incidents”, “Checks out suspicious circumstances discovered through his own vigilance”, and “Minimizes the effect of tangible hazards”. These are supported with the average weighted values of 3.67, 3.86, 3.67, 3.67, 3.70, 3.80, 3.72, 3.71, 3.63, and 3.45, respectively.

Barangay officials also affirmed as they rated the peace process maintenance of the city as “well maintained”. Each of the stated items obtained average weighted values of 3.92, 3.98, 4.00, 3.97, 3.96, 4.01, 4.00, 3.99, 4.00, and 4.01, respectively.

In general, patrol operations were rated by the police officers and barangay officials as “well maintained” with means of 3.69 and 3.98, respectively. This means that patrol operations in Dipolog City Police Station are well-maintained by law enforcers. It means that law enforcers examine the design and implementation of police patrol operations, functions, duties, policies and procedures, and associated problems. Moreover, police discretion, use of force, liability, ethics, and landmark court cases are analyzed and applied. It could be inferred that contemporary cases and historic events are examined in conjunction with their roles and illustrations of police patrol methods and issues.

**Table 12 Peace Process Maintenance in Terms of Patrol Operations**

Descriptors	Barangay Officials		Police Officers	
	AWV	D	AWV	D
1. Balances work load among personnel.	3.92	WM	3.67	WM
2. Spreads the patrol force throughout the jurisdiction.	3.98	WM	3.86	WM
3. Divides patrol force into geographical areas.	4.00	WM	3.67	WM
4. Acquaints with the general problems of the community.	3.97	WM	3.67	WM
5. Is alert and vigilant in his beat.	3.96	WM	3.70	WM
6. Strengthens public confidence and relations.	4.01	WM	3.80	WM
7. Cultivates sources of information.	4.00	WM	3.72	WM
8. Conducts timely and thorough investigation of all incidents.	3.99	WM	3.71	WM
9. Checks out suspicious circumstances discovered through his own vigilance.	4.00	WM	3.63	WM
10. Minimizes the effect of tangible hazards.	4.01	WM	3.45	WM
<b>Mean</b>	<b>3.98</b>	<b>WM</b>	<b>3.69</b>	<b>WM</b>

### Assembly for Peace

Shown in Table 13 is the peace process maintenance profile in terms of assembly for peace. It can be gleaned in the table that Dipolog City law enforcers were “well maintained” on the following items “Conducts frequent meetings with barangay officials”, “Facilitates seminars with community residents regarding peace and order”, “Organizes community residents to augment peace”, “Designates Barangay Intelligence Network (BIN)”, “Visits frequently with the school premises”, “Assists in school premises specially during opening and closing”, “Initiates and facilitates seminars about drugs education in schools”, and “Organizes the students about in – campus peace maintenance”, “Conducts information drive through radio police hour” with average weighted values of 3.90, 3.90, 3.80, 3.85, 3.60, 3.83, 3.43, 3.41, and 3.41, respectively. Further, the law enforcers were “effective” on “Receives feedbacks about the undertakings”. This was supported by an average weighted value of 3.64.

Taking into account the barangay official – respondents revealed “well maintained” on all of the items enumerated with the average weighted values of 3.99, 3.98, 4.00, 3.97, 3.96, 3.98, 4.00, 4.01, 4.01, and 3.99, respectively. The overall ratings on assembly for peace as rated by the police officers and barangay officials were “well-maintained” which obtained means of 3.64 and 3.99, respectively. This means that law enforcers were well – maintained in meeting and organizing the community residents for information drive activities to help fight against crimes and preserve peace in the locality.

**Table 13 Peace Process Maintenance in Terms of Assembly for Peace**

Descriptors	Barangay Officials		Police Officers	
	AWV	D	AWV	D
1. Conducts frequent meetings with barangay officials.	3.99	WM	3.90	WM
2. Facilitates seminars with community residents regarding peace and order.	3.98	WM	3.90	WM
3. Organizes community residents to augment peace.	4.00	WM	3.80	WM
4. Designates Barangay Intelligence Network (BIN)	3.97	WM	3.85	WM
5. Visits frequently with the school premises.	3.96	WM	3.60	WM
6. Assists in school premises specially during opening and closing..	3.98	WM	3.83	WM
7. Initiates and facilitates seminars about drugs education in schools.	4.00	WM	3.43	WM
8. Organizes the students about in – campus peace maintenance.	4.01	WM	3.41	WM
9. Conducts information drive through radio police hour.	4.01	WM	3.41	WM
10. Receives feedbacks about the undertakings.	3.99	WM	3.29	M
<b>Mean</b>	<b>3.99</b>	<b>WM</b>	<b>3.64</b>	<b>WM</b>

Nannagaru (2009) asserted that peace is essential, not only to everybody, to every religion, to every part of the world – but to all humanity. He added that without peace one is not able to progress in any aspect of life. For the ease of the body, one requires comfort, but the mind’s requirement for ease – is peace. If an individual doesn’t have peace, he will experience unrest and disturbance. He further averred that peace and happiness of the individual also contributes to a peaceful society. He also confirmed that without peace there is waste of money and energy. Moreover, if someone wishes to progress in any field whether; spiritual, educational, or commercial one must have peace as the basis. Finally, without peace one is not able to grow in one’s spiritual life – peace is above all that can be acquired in the material world.

### Police Visibility

Table 14 enumerates the items describing the profile of the peace process maintenance in terms of police visibility. Police visibility refers to the omnipresence of the policemen in their assignments of duty so as to deter opportunity of the would be criminal to commit crime.

It could also be seen in the table that the seven items describing police visibility were rated by the police officer – respondents “well-maintained”. Described as “well-maintained” in the table were “Augments auxiliary barangay police” with an average weighted value of 3.56, “Visits frequently to the area of responsibility” indicating an average weighted value of 3.57, “Reports to duty in every corner of the city street” having an average weighted value of 3.47, “Curtails the opportunity to criminal attack” with 3.55 as average weighted value, “Is easily accessible to civilian in case of emergency” indicating an average weighted value of 3.62, “Secures civilian at all cost” garnering an average weighted value of 3.50, and “Deters the would be violators because of his presence” revealing an average weighted value of 3.48. The table also presented that police – respondents were



“maintained” on “Determines police ratio over the civilian”, “Responses to immediate calls when necessary”, and “Enhances police morale”. These were supported by the average weighted values of 3.29, 3.10, and 3.38, respectively.

As to the barangay official respondents, they revealed that peace process maintenance in terms of police visibility was “well – maintained” by the police officers. Each of the items enumerated obtained average weighted values of 3.98, 3.96, 4.01, 3.98, 3.98, 4.02, 4.00, 4.00, 3.98, and 4.00, respectively.

**Table 14 Peace Process Maintenance in Terms of Police Visibility**

Descriptors	Barangay Officials		Police Officers	
	AWV	D	AWV	D
1. Determines police ratio over the civilian.	3.98	WM	3.29	M
2. Augments auxiliary barangay police.	3.96	WM	3.56	WM
3. Visits frequently to the area of responsibility.	4.01	WM	3.57	WM
4. Reports to duty in every corner of the city street.	3.98	WM	3.47	WM
5. Curtails the opportunity to criminal attack.	3.98	WM	3.55	WM
6. Is easily accessible to civilian in case of emergency.	4.02	WM	3.62	WM
7. Responses to immediate calls when necessary.	4.00	WM	3.10	M
8. Secures civilian at all cost.	4.00	WM	3.50	WM
9. Deters the would be violators because of his presence.	3.98	WM	3.48	WM
10. Enhances police morale.	4.00	WM	3.38	M
<b>Mean</b>	<b>3.99</b>	<b>WM</b>	<b>3.45</b>	<b>WM</b>

As a whole, police officers and barangay officials asserted that Dipolog City Police Station was “well-maintained” in handling police visibility. This means that police investigators maintained well involving police visibility. It can be inferred that the station is able to assign task responsibility.

### Summary

Table 15 presents the profile of the peace process maintenance in Dipolog City. A closer look at the stated table shows that all of the three indicators describing the peace process maintenance in Dipolog City such as patrol operations, assembly for peace and police visibility were rated “well maintained” by the respondents of this study. For the police officers, these were supported by the obtained means of 3.69, 3.64, and 3.45, respectively. For the barangay officials, the means of 3.98, 3.99, and 3.99, respectively were obtained.

The general mean of all indicators was 3.59 as revealed by the police officers while 3.99 as rated by the barangay officials which each indicates that Dipolog City was “well maintained” in its peace process maintenance. This result can infer that police – personnel as law enforcers act in an organized manner to promote adherence to the law by discovering, preserving peace and promoting development. This implies that law enforcers perform their duties according to the loyalty of their profession.

**Table 15 Summary Table of the Peace Process Maintenance**

INDICATORS	Barangay Officials		Police Officers	
	Mean	Description	Mean	Description
1. Patrol Operations	3.98	Well-Maintained	3.69	Well-Maintained
2. Assembly for Peace	3.99	Well-Maintained	3.64	Well-Maintained
3. Police Visibility	3.99	Well-Maintained	3.45	Well-Maintained
<b>General Mean</b>	<b>3.99</b>	<b>Well-Maintained</b>	<b>3.59</b>	<b>Well-Maintained</b>

**Problem No. 4. Is there a significant difference on the civil relations program implementation when analyzed as to age, gender, educational qualification, length of service, and seminars and trainings?**

**As to Age**

**Table 16 Test of Difference on the Civil Relations Program Implementation as to Age**

Source	df	Sum of Squares	Mean Squares	F-value	p-value
Between Groups	4	3.00	0.75	0.50 <sup>ns</sup>	0.734
Within Groups	205	306.75	1.50		
<b>Total</b>	<b>209</b>	<b>309.76</b>			

ns = not significant

\* = significant at .05

Table 16 shows the test of difference on the civil relations program implementation of respondents when grouped as to age. The table presents a computed F – value of 0.50 which is not significant at 0.05 level having a high level of probability of acceptance of the hypothesis which is 0.734. This goes to show that there is no significant difference on the responses of the respondents as to implementation of the civil relations program when they were grouped according to age. This means that age level and age group would not lead to a different level of implementation in the programs of the organization in the community.

The idea emphasized in this result is that civil relations program implementation has been seen by both groups of respondents coming from the police officers and the barangay officials of different age levels to be at the same perspective. Barangay officials and police officers have witnessed the implementation of the civil relations program at the same level, thus, no significant difference existed on their ratings when grouped by age level.

**As to Gender****Table 17 Test of Difference on the Civil Relations Program Implementation as to Gender**

Gender	N	Mean	StDev	SEMean	t-value	p-value
Male	125	3.86	1.13	0.10	0.58 <sup>ns</sup>	0.561
Female	85	3.75	1.34	0.14		

ns = not significant

\* = significant at .05

Table 17 presents the test of difference between the male and female respondents' ratings on the civil relations program implementation. The table revealed a computed t-value of 0.58 which is less than the critical value of 1.971 at 0.05 level of significance with 208 degrees of freedom. This would lead to the idea that there is no significant difference on the civil relations program implementation as to respondents' ratings when grouped according to gender. Male and female respondents have similar ratings on the implementation of the civil relations program. This would concretize the fact that what is being rated by the barangay officials is also the same rating arrived at by the police officers. This would lead to a finding that male and female would have similar level in the civil relations program implementation. Being male or female is not a valid indicator for difference in program implementation among barangay officials.

**As to Educational Qualification****Table 18 Test of Difference on the Civil Relation Program Implementation as to Educational Qualification**

Source	df	Sum of Squares	Mean Squares	F-value	p-value
Between Groups	4	3.67	0.92	0.61 <sup>ns</sup>	0.653
Within Groups	205	306.09	1.49		
<b>Total</b>	<b>209</b>	<b>309.76</b>			

ns = not significant

\* = significant at .05

Presented in Table 18 are the data on the test of difference on the civil relation program implementation among barangay officials in Dipolog City when grouped according to educational qualification. The computed F – value of 0.61 is less than the critical value of 2.416 at .05 level of significance with 4 and 205 degrees of freedom. This shows that there is no significant difference on the civil relations program implementation of Dipolog City when respondents were grouped according to educational qualification. It can be construed that educational qualification is not an indicator for difference in the civil relations program implementation system among the barangays as supported by the ratings of both the police officers and the barangay officials when grouped by educational attainment.

This finding is supported by Labawig (2011) whose study revealed that the educational qualification attributes of the barangay captains did not influence the degree of seriousness of problems encountered along project implementation. But the present finding is refuted by the finding of Labawig (2011) whose study asserted that educational qualification is applicable along project monitoring and evaluation.

**As to Length of Service****Table 19 Test of Difference on the Civil Relation Program Implementation as to Length of Service**

Source	df	Sum of Squares	Mean Squares	F-value	p-value
<b>Between Groups</b>	4	4.24	1.06	0.71 <sup>ns</sup>	0.985
<b>Within Groups</b>	205	305.51	1.49		
<b>Total</b>	<b>209</b>	<b>309.76</b>			

ns = not significant

\* = significant at .05

Presented in Table 19 is the test of difference on the civil relations program implementation of Dipolog City when respondents were grouped as to length of service. The table showed a computed F – value of 0.71 which is less than the tabulated F – value of 2.416 at .05 level of significance with 4 and 205 degrees of freedom respectively.

This means that there is no significant difference on the civil relations program implementation in Dipolog City when respondents were grouped as to length of service. This implies that those who are longer in the service have similar perspective as to those who are considered the new ones.

This non-significant difference implied that the respondents just concretized the level of implementation of civil relations program which has been done in the City of Dipolog to be well facilitated and implemented.

This finding, however, is in line with the findings of Telen and Campiseño (2009) whose study found out that longer length of service would have negative indication on governance, delivery of basic services and facilities and the compliance to directives.

**As to Seminars and Training****Table 20 Test of Difference on the Civil Relations Program Implementation as to Seminars and Training**

Source	df	Sum of Squares	Mean Squares	F-value	p-value
Between Groups	4	7.98	2.00	1.36 <sup>ns</sup>	0.251
Within Groups	205	301.78	1.47		
<b>Total</b>	<b>209</b>	<b>309.76</b>			

ns = not significant

\* = significant at .05

Shown in Table 20 is the test of difference on the civil relations program implementation in Dipolog City when respondents were categorized as to seminars and trainings. The table reveals that the computed F – value of 1.36 is less than the tabulated F – value of 2.416 at .05 level of significance with 4 and 205 degrees of freedom. This concludes that there is no significant

difference on the civil relations program implementation when respondents are grouped according to seminars and trainings. This further construed to the fact that seminars and trainings do not increase awareness on the power, duties and functions. These may just have increased the skills and not the powers. This is refuted by Dizon as reported by Pareja (2010) who asserted that "the seminar is designed to provide barangay officials with necessary information for the effective implementation, monitoring and evaluation of barangay projects to improve efficiency and accountability in the use of public money".

Telen and Campiseño (2009) in their study strongly recommended that seminars, training and conferences must be conducted to increase awareness on the power, duties and functions of the barangay captains as provided by the Local Government Code and other laws, ordinances, resolutions promulgated by the sangguniang barangay and to uplift the sensitivity and understanding of how the barangay as a local government organization works and how the parts should fit together in support of the shared vision.

**Problem No. 5 Is there a significant relationship between civil relation program implementation and peace process maintenance?**

**Table 21 Test of Relationship Between Civil Relations Program Implementation and Peace Process Maintenance**

Variables	Computed r	Computed t	Decision
Civil Relations Program Implementation vs Peace Process Maintenance	0.38	5.92*	Ho Rejected

ns = not significant

\* = significant at .05

Table 21 presents the test of relationship between civil relations program implementation and peace process maintenance in Dipolog City. The test of relationship between the two variables was treated using Pearson r Product Moment Coefficient of Correlation. The strength of the computed r was tested using t – test. As revealed in the table, the computed r yielded 0.38 which means that there exists a low level of relationship between civil relations program implementation and the peace process maintenance, and when tested to t – test, it resulted to 5.92 which exceeded the tabled value of 1.971 with 208 degrees of freedom at .05 level of confidence. The hypothesis of no significant was rejected. Therefore, there is a significant relationship between the civil relations program implementation and the peace process maintenance. This means that the peace process maintenance is dependent from the civil relations program implementation. This finding implies that “much implemented” civil relations program results also to “much effective” peace process maintenance. It follows that much implemented civil relations program would result much effective peace process maintenance.

Leyble (2011) found out that, in the city of Antipolo, peace, security and disaster management got the least rating among the service areas under Social Governance. The study suggested that the City Government needs much effort to ensure peace, security and disaster management and identifies factors that help improve the City's performance in the area such as strengthening the Peace and Order Council. Likewise, there is a need to ensure the provision of financial support to the Katarungang Pambarangay as well as incentives among the Lupong Tagapamayapa.

**5. SUMMARY, FINDINGS, CONCLUSIONS AND RECOMMENDATIONS**

This chapter presents the brief summary of the whole study, the findings of each problem, the conclusions and the recommendations based on the data gathered and analyzed.

**Summary**

This study aimed to find out the relationship between the civil relations program and peace process maintenance of the Philippine National Police in Dipolog City, Zamboanga del Norte in the first and second quarters of the calendar year 2011. Specifically, this study sought answers to the following questions:

1. What is the profile of the respondents in terms of:
  - 1.1. age;
  - 1.2. gender;
  - 1.3. highest educational qualification;
  - 1.4. length of service; and
  - 1.5. seminars and training?
2. How do the respondents rate the civil relations program implementation in terms of:
  - 2.1. socio economic development;
  - 2.2. good governance;
  - 2.3. reform of justice and security institutions; and
  - 2.4. culture of justice, truth and reconciliation?
3. What is the extent of effectiveness of peace process maintenance among the police - respondents?

4. Is there a significant difference on the civil relation program implementation when analyzed as to age, gender, educational qualification, length of service, and seminars and training?
5. Is there a significant relationship between civil relation program implementation and peace process maintenance?

The descriptive method of research was used in the study with the aid of the questionnaire checklist. There were two groups of respondents. The first group was the 105 barangay officials of the twenty – one (21) barangays of Dipolog City chosen by the simple proportionate sampling by lottery method while the second group was the 105 policemen of the Dipolog City Police Station. No sampling technique was applied in the selection of the police - respondents since all of the targeted respondents were all taken as subjects of the study. The statistical methods used were the frequency counting, percentage, weighted mean, single factor Analysis of Variance (ANOVA), Pearson r Product Moment Coefficient of Correlation, and the t – test.

**Findings**

The following findings were revealed:

1. There were 60.9 percent of the surveyed barangay official - respondents aging 36 years old and above, 53.3 percent were males, 74.3 percent were reaching college, 66.6 percent were less than 10 years in the service, and all of



them had attended seminars and trainings at least 20 hours. As to the police officers, 59.2 percent were more than 30 years old, 87.62 percent were males, all were college graduates with 7.62 percent with Masteral units, 51.43 percent were less than 5 years in the service, and 83.81 percent attended 20 hours and below in seminars and training.

2. Good governance and reform of justice and security institutions were much effective among barangay officials in the barangays of Dipolog City while socioeconomic development and culture of justice, truth and reconciliation were effectively implemented. As to police officers, socioeconomic development, good governance, reform of justice and security institutions, and culture of justice, truth and reconciliation were much effectively implemented in the barangays. In general, civil relations program was implemented much effectively by the barangay officials of Dipolog City.

3. Police law implementers in Dipolog City were well in maintaining patrol operations, assembly for peace, and police visibility. In totality, peace process maintenance in the city was well-maintained.

4. The civil relations program implementation among the barangay officials of Dipolog City did not significantly differ when respondents were grouped according to age, gender, educational qualification, length of service, and seminars and training.

5. There was a significant low level of relationship between civil relations program implementation and the peace process maintenance.

### Conclusions

The barangay officials of the twenty – one barangays in Dipolog City are matured individuals in the barangay. Offices of the barangay are dominated by male and almost 75 percent of the barangay officials have reached college and have college education. Majority of the officials in the barangay have served less than ten years to their constituents and have attended at least twenty hours in seminars and training. Police officers in Dipolog City are also matured officers in the Police Station which is dominated by males. All of these officers are college graduates in which almost 10 percent have Masteral units. Majority of the officers are neophytes to the service with less than 20 hours attendance in seminars and trainings.

The civil relations program in Dipolog City promotes growth and development of the community and well – supported and implemented by its barangay officials. Law enforcers are successfully performing their duties and functions that contributed to improvement of life in the community. Civil relations program implemented in the barangay exists no difference in terms of age, gender, educational qualification, length of service, and seminars and training attended of the implementers. Civil relations program implementation significantly becomes effective while peace process is maintained.

### Recommendations

Based on the findings and conclusions, the researcher strongly recommends the following:

1. Barangay officials must be encouraged to pursue higher educational attainment and must be regularly sent to seminars and training in order to become sensitive to address the needs of the barangay being knowledgeable in

their roles and in the implementation of barangay programs and projects. Police officers including the old ones in the profession but more importantly those who are young and new in the service must likewise pursue further schooling like taking graduate programs relative to their field, regularly attend seminars and training, and pursue police schooling so as to enhance their abilities related to peace process maintenance.

2. DILG officer and the City Mayor of Dipolog City must conduct extensive and periodic performance evaluation to the barangay officials and institute further reforms and support to ensure very much effective barangay development and governance system including the reform of justice and security institution, and the preservation of the culture of justice, truth, and reconciliation. Barangay officials must come up with more programs for the improvement of life of citizens in the barangay and encourage their constituents to commit themselves to every development project of the barangay through involvement and participation.

3. The Provincial Director of the Zamboanga del Norte Provincial Police Office, the Chief of Police of Dipolog City Police Station, and the City Mayor should provide likewise support in line with research, training and technical assistance for the continuous implementation of the peace process maintenance in the city and in order to shift from well - maintained to very well – maintained peace process. Newly recruit police officers, male or female, must undergo further schooling and other training and seminars relative to peace process maintenance.

4. Barangay officials regardless of age, gender, educational qualification, length of service, and seminars and training attended must continue to preserve, if not to improve and build stronger, their ways and culture of implementing the civil relations program in the barangays.

5. Barangay officials and police officers must work together harmoniously in order to tailor the needs of their constituents, to establish a link to services in the barangays, and to strengthen strong collaboration ties to people.

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Republic of the Philippines  
**JOSE RIZAL MEMORIAL STATE UNIVERSITY**  
 The Premier University in Zamboanga Del Norte  
 Main Campus, Dapitan City

## QUESTIONNAIRE FOR THE POLICE - RESPONDENTS

### Personal Profile

Directions: Please check (/) and fill in the blanks some items seeking for pertinent information.

Name: (Optional) \_\_\_\_\_

Age Bracket:    25 and below    (☐)  
                      26-30                    (☐)  
                      31-35                    (☐)  
                      36-40                    (☐)  
                      41 and above            (☐)

Gender:            Male                    (☐)  
                      Female                    (☐)

Educational Attainment:

(☐) Elementary Level                    (☐) Elementary Graduate  
 (☐) High School Level                    (☐) High School Graduate  
 (☐) College Level                    (☐) College Graduate  
 (☐) With Masteral Unit                    (☐) Masteral Degree Holder

Length of Service:

5 years & below                    (☐)  
 6 years – 10 years                    (☐)  
 11 years – 15 years                    (☐)  
 16 years – 20 years                    (☐)  
 21 years – 25 years                    (☐)  
 26 years & above                    (☐)

Number Hours of Seminars and Training Attended:

20 hours & below                    (☐)  
 21 – 30 hours                    (☐)  
 31 – 40 hours                    (☐)  
 41 – 50 hours                    (☐)  
 51 hours & above                    (☐)

**Civil Relations Program Questionnaire**

**Directions:** Given below are the descriptors of the four indicators of civil relation program. Describe the effectiveness of the implementation of each descriptor of each indicator by encircling the number that fits your response. The numbers are coded as follows:

5 – Very Much Effective

4 – Much Effective

3 – Effective

2 – Less Effective

1 – Not Effective

**A. Socio-Economic Development**

1. Enhances physical reconstruction.	5	4	3	2	1
2. Provides sound and equitable economic management.	5	4	3	2	1
3. Balances and with equitable poverty reduction.	5	4	3	2	1
4. Respects gender equality.	5	4	3	2	1
5. Offers equitable access to services.	5	4	3	2	1
6. Displaces repatriation and reintegration.	5	4	3	2	1
7. Endows with sustainable and equitable access to natural resources.	5	4	3	2	1
8. Develops social inclusion projects	5	4	3	2	1
9. Updates the socio-economic profile.	5	4	3	2	1
10. Modernizes the city development and physical framework plan.	5	4	3	2	1

**B. Good Governance**

1. Conducts barangay assembly.	5	4	3	2	1
2. Performs public hearings.	5	4	3	2	1
3. Enforces laws and ordinances	5	4	3	2	1
4. Negotiates, enters into, signs contract in behalf of the barangay, upon authorization of the SB.	5	4	3	2	1
5. Maintains public order.	5	4	3	2	1
6. Formulates plans for future achievements.	5	4	3	2	1
7. Organizes community volunteer service for the needs of residents.	5	4	3	2	1
8. Demonstrates the duties of citizenship and/or good stewardship.	5	4	3	2	1
9. Organizes task forces and committees to respond to concerns or needs of residents.	5	4	3	2	1
10. Conducts proper and thorough monitoring and evaluation of projects.	5	4	3	2	1

**C. Reform of Justice and Security Institutions**

1. Ascertains security system reform (police, military, intelligence).	5	4	3	2	1
2. Reduces small arms and light weapons.	5	4	3	2	1
3. Maintains nonviolent accompaniment.	5	4	3	2	1
4. Enhances community policing.	5	4	3	2	1
5. Develops peacekeeping strategy.	5	4	3	2	1
6. Encourages nonviolent observers.	5	4	3	2	1
7. Supports disarmament, demobilization and reintegration of combatants.	5	4	3	2	1
8. Implements proper disposition of charges.	5	4	3	2	1
9. Considers security measures.	5	4	3	2	1
10. Upholds speedy trial.	5	4	3	2	1

**D. Culture of Justice, Truth and Reconciliation**

1. Conducts dialogue among conflicting groups.	5	4	3	2	1
2. Enhances nonviolent dispute resolution systems.	5	4	3	2	1
3. Reduces prejudice or diversity training.	5	4	3	2	1
4. Heals trauma and processes conflicts.	5	4	3	2	1
5. Builds capacity and provides training in conflict resolution.	5	4	3	2	1
6. Cultivates the culture of peace education.	5	4	3	2	1
7. Resolves conflict fairly.	5	4	3	2	1
8. Follows proper procedure in reconciliation.	5	4	3	2	1
9. Gives importance on seminars and training on justice and peace.	5	4	3	2	1
10. Mediates for truth and reconciliation.	5	4	3	2	1

**Peace Process Maintenance Questionnaire**

**Directions:** The statements below describe the peace process maintenance indicators.

Indicate your extent of maintenance towards these indicators by putting a

check (✓) in the box below the number that fits your response. The numbers are coded as follows:

5 – Very Well – Maintained

4 – Well – Maintained

3 – Maintained

2 – Less Maintained

1 – Not Maintained

<b>A. Patrol Operations</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
1. Balances work load among personnel.					
2. Spreads the patrol force throughout the jurisdiction.					
3. Divides patrol force into geographical areas.					
4. Acquaints with the general problems of the community.					
5. Is alert and vigilant in his beat.					
6. Strengthens public confidence and relations.					
7. Cultivates sources of information.					
8. Conducts timely and thorough investigation of all incidents.					
9. Checks out suspicious circumstances discovered through his own vigilance.					
10. Minimizes the effect of tangible hazards.					
<b>B. Assembly for Peace</b>					
1. Conducts frequent meetings with barangay officials.					
2. Facilitates seminars with community residents regarding peace and order.					
3. Organizes community residents to augment peace.					
4. Designates Barangay Intelligence Network (BIN)					
5. Visits frequently with the school premises.					
6. Assists in school premises specially during opening and closing..					
7. Initiates and facilitates seminars about drugs education in schools.					
8. Organizes the students about in – campus peace maintenance.					
9. Conducts information drive through radio police hour.					
10. Receives feedbacks about the undertakings.					
<b>C. Police Visibility</b>					
1. Determines police ratio over the civilian.					
2. Augments auxiliary barangay police.					
3. Visits frequently to the area of responsibility.					
4. Reports to duty in every corner of the city street.					
5. Curtails the opportunity to criminal attack.					
6. Is easily accessible to civilian in case of emergency.					
7. Responses to immediate calls when necessary.					
8. Secures civilian at all cost.					
9. Deters the would be violators because of his presence.					
10. Enhances police morale.					